

Qwest Corporation (Qwest or CTL-Q) Performance Results

Washington July 2016 - July 2017

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.

August 9, 2017

CenturyLink QC Performance Results - Current 271 PID

Month	PID Category	PID	PID Title	Product Category						EC Standard Deviation C	CTL-Q Numerator CT	L-Q Denominator	CTL-Q Result CTL-	Q Standard Deviation	Modified Z Score	Parity Score
uly 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,949	1,952	99.85%							
uly 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,134,487	1,134,487	100.00%							
ıly 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	6,712	6,712	100.00%							
uly 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,848	2,860	99.58%	6.46%	54,614	55,185	98.97%	10.12%	-3.169733	-2.9270
uly 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	6,712	6,712	100.00%							
uly 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,045,810	3,766,648	1.07							
uly 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	4837.32	29,943	0.16							
uly 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%							
uly 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,880	29,880	100.00%							
luly 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,880	29,880	100.00%							
luly 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840	100.00%							
July 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,565	41,565	100.00%							
July 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,580	26,580	100.00%							
July 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
July 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
luly 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	10	10	100.00%	0.00%		
July 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	5	20.00%							
luly 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	12	20	60.00%							
luly 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	20	35	57.14%	49.49%	13	15	86.67%	33.99%	1.736055	0.0554
uly 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	6	66.67%	47.14%	4	10	40.00%	48.99%	-1.054093	-1.6408
uly 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
uly 2017	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%							
uly 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	4	8	50.00%	50.00%	4	10	40.00%	48.99%	-0.430331	-1.2616
luly 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	9	11.11%	31.43%	202	489	41.31%	49.24%	1.530916	-0.0692
uly 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	1	4	25.00%	43.30%	1,168	3,486	33.51%	47.20%	-0.226786	-1.1378
uly 2017	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	SUB-LOOP UNBUNDLING	Parity	N/A	17:26	1	17:26	0:00	126966:29	2,637	48:09	38:56	-0.788876	-1.4796
uly 2017	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	185:37	3	61:52	11:37	27789:35	651	42:41	64:33	1.049387	-0.3620
luly 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2:57	2	1:28	0:30	16:31	6	2:45	1:23	-1.126884	-1.6850
luly 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	42:03	5	8:25	7:36	2:10	1	2:10	0:00		
luly 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	105:00	20	5:15	9:52	2:10	1	2:10	0:00		
July 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	124:15	35	3:33	2:15	32:25	11	2:57	1:20	1.226528	-0.2543
July 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	422:27	49	8:37	6:15	129743:19	2,772	46:48	38:56	-6.804803	-5.1370
July 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	35:08	6	5:51	5:41	44:47	8	5:36	3:57	0.347787	-0.788
luly 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	955:53	1	955:53	0:00						
luly 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1:36	1	1:36	0:00						
uly 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	28:56	8	3:37	1:31	44:47	8	5:36	3:57	-1.002525	-1.6094
uly 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	29:34	3	9:51	0:03	29003:48	685	42:20	63:41	-0.881673	-1.5360
July 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	8	1,202	0.67%	8.13%	20	2,214	0.90%	9.46%	-0.701473	-1.4264
July 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	69,496	0.00%	0.38%	0	56,245	0.00%			
July 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	52	0.00%		3,312	304,716	1.09%	10.37%	-0.755849	-1.4595
July 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	4	220	1.82%	13.36%	25	2,522	0.99%	9.91%	0.844334	-0.4866
July 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5	1,839	0.27%	5.21%	1	973	0.10%	3.20%	1.331354	-0.1905
July 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	21	13,549	0.15%	3.93%	1	973	0.10%	3.20%	0.491018	-0.7014
July 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	43	4,290	1.00%	9.96%	25	2,252	1.11%	10.48%	-0.395355	-1.2403
July 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	20	0.00%		25	2.513	0.99%	9.92%	-0.446517	-1.2714
July 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	52	22.038	0.24%	4.85%	3.966	454.947	0.87%	9.30%	-9.915983	-7.0284
July 2017	Network Performance	NI-1A	Trunk Blockage to CTI -Q Tandem Ofc wi TGSR excl	I IS Trunk	Parity	N/A	5	33 720	0.02%	0.13%						-2 9541
July 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	13.087	0.00%	0.03%						-2.9925
July 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	5	33 720	0.02%	******						
July 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	13.087	0.00%							
luly 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	11	10,007	11.00							
July 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	6	2	3.00	0.00	350	- 1	350.00	0.00		
luly 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	1	1	1.00	0.00	41.447	317	130.75	199.87	-0 648144	-1.3940
luly 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	2	1	100.00%	0.00%	-1,447	317	100.00%	0.00%	J.040144	1.5540
luly 2017 luly 2017	Ordering and Provisioning Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity	N/A N/A	2	2	0.00%	0.00%	140	317	44.16%	49.66%	-0.88796	-1.5398
luly 2017 luly 2017	Ordering and Provisioning Ordering and Provisioning	OP-15B-RD	No dispatches	Residence	Parity	N/A	- 1	1	100.00%	0.00%	765	771	99.22%	49.66% 8.79%	-0.88796	-1.0538
		OP-3C OP-3D	Interval Zone 1 Areas		Benchmark	90.00%	1	1	0.00%	0.00%	700	1/1	99.2276	0.79%	-0.000004	-1.0538
luly 2017 luly 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	116	123	94.31%							
		OP-3D OP-3D	Interval Zone 1 Areas Interval Zone 1 Areas			90.00% N/A	116	123	94.31%	40.00%						
luly 2017 luly 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D OP-3D	Interval Zone 1 Areas Interval Zone 1 Areas	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity Benchmark	N/A 90.00%	20	25	80.00%	40.00%						
		OP-3D OP-3E					31	36	100.00%							
luly 2017 luly 2017	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable LIS Trunk	Benchmark Parity	90.00% N/A	2	2	100.00%	0.00%						
	Ordering and Provisioning Ordering and Provisioning	OP-3E OP-3E	Interval Zone 2 Areas Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity Benchmark	N/A 90.00%	1	1 12	100.00%	0.00%						
July 2017 July 2017		OP-3E OP-3E				90.00%	8	12	100.00%							
	Ordering and Provisioning	OP-3E OP-4C	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00% N/A	1	1		0.00	361	200	101	0.58	-0.405063	4.04
luly 2017	Ordering and Provisioning	OP-4C OP-4D	No dispatches	Residence	Parity		1	1	1.00	0.00	361	292	1.24	0.58	-0.405063	-1.2462
uly 2017	Ordering and Provisioning		Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	12	1	12.00							
uly 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	364	86	4.23							
uly 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	114	25	4.56							
uly 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	189	39	4.85							
uly 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	1	5.00							
uly 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	37	8	4.63							
uly 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	5	1	5.00							
uly 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	3,422	3,427	99.85%							
uly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6375.27	19,319	0.33							
uly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15832.56	12,872	1.23							
uly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22207.83	19,319	1.15							
uly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3289.26	4,217	0.78							
uly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3776.11	4,217	0.90							
uly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	721.60	1,760	0.41							
luly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1310.04	1,213	1.08							
uly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2031.64	1,760	1.15							
									0.83							

Month	PID Category	PID	PID Title	Product Category	Standard					CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Sc
/ 2017	Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE TOTAL	Diagnostic	N/A N/A	7982.95 11202.52	3,713 3.879	2.15							_
2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic Diagnostic	N/A N/A	11202.52 8154.64	3,879 7.841	2.89				_			-
2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6608.16	5.648	1.17							+
2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14762.80	7 841	1.17							+
2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2272.47	1.077	2.11							+
2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	690.78	1 191	0.58							_
2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2963.25	1,077	2.75							-
2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Neet Fortic Inquity)	REQUEST	Diagnostic	N/A	3343.08	6.429	0.52							_
y 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7778.56	13.184	0.59							_
/ 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11121.64	6 429	1.73							_
/ 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	228.90	1.090	0.21							_
/ 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	791.20	1.978	0.40							_
2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1248.00	960	1.30							_
2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2268.10	1.978	1.15							_
2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2236.00	3.440	0.65							_
2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	50227.52	2.638	19.04							_
2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	52463.52	3,440	15.25							_
2017	Pre-Ordering	PO-1-XMI	Pre-Order Response Times (Address Validation XMI.)	XMI Request/Response	Diagnostic	N/A	8737.47	4 623	1.89							_
2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8418.18	4.866	1.73							_
2017	Pre-Ordering	PO-1-XMI	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67725.40	6.982	9.70							_
2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26144.10	6.315	4.14							_
2017	Pre-Ordering	PO-1-XMI	Pre-Order Response Times (Loop Qual Tools XML)	XMI Request/Response	Diagnostic	N/A	47393 89	3 467	13.67							_
2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3925.64	782	5.02							_
2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15014.61	4,797	3.13							
2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3716.12	3.046	1.22					_		+
2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assan XML)	XML Request/Response	Diagnostic	N/A	5715.92	1.652	3.46					_		+
2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,121	2,635	80.49%							_
2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	33	70	47.14%							_
2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	361	442	81.67%							_
2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2.121	2.132	99.48%							_
2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	33	33	100.00%							_
2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	361	367	98.37%							_
2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	3:29	1	3:29							_
2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	460:55	307	1:30							_
2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	32	32	100.00%							_
2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	350	359	97.49%							_
2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,931	1.965	98.27%							
2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	16	16	100.00%							
2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	116	120	96.67%							
2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	449	449	100.00%							
2017	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
v 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	13	13	100.00%							
2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	5	22	22.73%	41.91%	4	80	5.00%	6 21.79%	-3.378714	4 -3.0
e 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1.356	1.357	99.93%					-		
e 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,154,302	1,157,225	99.75%							1
e 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	8,848	8,848	100.00%							1
e 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,702	2,706	99.85%	3.84%	63,779	64,566	98.78%	% 10.97%	-4.974524	4 -4.0
e 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	8,848	8,848	100.00%							1
e 2017	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	2	2	100.00%							1
e 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,753,640	3,491,456	1.08							1
e 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	5321.72	30,635	0.17							
2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	29,520	100.00%							
2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,520	29,520	100.00%							
2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							_
2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%							_
2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880	100.00%							
2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	8	9	88.89%	31.43%	5	9	55.56%	% 49.69%	-1.423025	5 -1.
2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	0	2	0.00%	0.00%	0	1	0.00%	% 0.00%		
2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	5	40.00%							
2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	12	18	66.67%							
2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	21	38	55.26%	49.72%	4	8	50.00%	% 50.00%	-0.270604	4 -1.
2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	3	66.67%	47.14%	6	10	60.00%	% 48.99%	-0.206725	5 -
2017	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%							
2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	3	9	33.33%	47.14%	393	684	57.46%	6 49.44%	1.111736	6 -0
2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	25:07	9	2:47	1:52	46:13					
2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	283:30	2	141:45	102:37	195:23	1	195:23	3 0:00		
2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	56:34	5	11:19	11:40						1
2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	66:01	18	3:40	3:02						
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	380:45	38	10:01	33:35	40:04	7	5:43	3 3:50	-0.404289	9 -
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	469:04	64	7:20	7:24	114810:14	3,205	35:49	9 36:16	-6.222712	2 -
2017		MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	14:21	3	4:47	4:10	31:35	9				
2017 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2:32	1	2:32	0:00	31.00		0.01	2.14	2.22000	+ -
2017 2017 2017					Parity	N/A	29:46	3	9:55	7:56	27243:33	837	32-33	30:59	-1.262309	9 -1
2017 2017 2017 2017	Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog												
2017 2017 2017 2017 2017	Maintenance and Repair Maintenance and Repair	MR-6E		Unbundled Loop Analog Enhanced Extended Loops - DS1 Canable			25.40	a	0.00%	0.00%	1	10			-0.725476	3 -1
2017 2017 2017 2017 2017 2017	Maintenance and Repair		Mean Time to Restore Interval Zone 2 Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable US Trunk	Parity	N/A N/A	0	9	0.00%	0.00%	1	10		% 30.00%		5 -1.
2017 2017 2017 2017 2017 2017 2017	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-6E MR-7D MR-7D	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity Parity	N/A N/A	0	9 2	0.00%	0.00%	1 0	10	10.00%	% 30.00%		6 -1.
2017 2017 2017 2017 2017 2017	Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-6E MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	9 2 5			1 0	10	10.00%	% 30.00%		5 -1.

Month	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator					CTL-Q Denominator				
une 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	6	65	9.23%	28.95%	417	3,525	11.83%	32.30%	-0.642908	-1.39086
ine 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	3	33.33%	47.14%	2	10	20.00%	40.00%	-0.202967	-1.123395
une 2017	Maintenance and Repair	MR-7E MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	0		0.00%	0.00%		905				
une 2017	Maintenance and Repair	MR-7E MR-8	Repair Repeat Report Rate-Zone 2 Trouble Rate	Unbundled Loop Analog	Parity	N/A N/A	0		0.00%	0.00% 12.91%	126 19	905	13.92% 1.05%	34.62% 10.19%	-0.695438 1.429924	-1.422796 -0.130668
June 2017 June 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity Parity	N/A N/A	12		0.00%	0.53%	19	55,873		0.42%	0.441749	
June 2017 June 2017	Maintenance and Repair Maintenance and Repair	MR-8	Trouble Rate	LIS I runk Residence	Parity	N/A	2	70,192	0.00%	0.53%	3,603	308 191	1.17%	10.42%	-0.791729	-1.481337
June 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	00	0.00%		3,603	2,538	0.79%	8.84%	-1.268081	-1.461337
June 2017	Maintenance and Repair	MR _* 8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5		0.00%	5 14%	20	981	0.00%	0.0476	-1.200001	-1.770000
June 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	19		0.14%	3.72%	0	981	0.00%			
June 2017	Maintenance and Repair	MR _* 8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	38		0.87%	9.27%	18	2.202	0.82%	9.00%	0.213999	-0.869898
June 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0		0.00%	0.2170	20	2,529	0.79%	8.86%	-0.397712	-1.241792
June 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	67		0.30%	5 48%	4,430	459,851	0.96%	9.77%	-9.884404	-7.009291
June 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	33.504	0.00%	0.08%	4,400	400,001	0.5070	0.7770	0.004404	-2.99394
June 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A		13.087	0.00%	0.02%						-2.992848
June 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	5		0.01%	******						
June 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	13,087	0.00%							
June 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	134		14.89	0.33						
June 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	4	2	2.00	0.00	330	2	165.00	233.35	-0.698536	-1.42468
June 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	2,350	12	195.83	63.45	39,934	278	143.65	200.85	0.889006	-0.459523
June 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	9	9	100.00%	0.00%						
June 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%	1	2	50.00%	50.00%	-1	-1.607957
June 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	0	12	0.00%	0.00%	132	278	47.48%	49.94%	-3.224962	-2.960637
June 2017	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	90.00%	1	1	100.00%							
June 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	5	5	100.00%							
June 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	3	3	100.00%	0.00%						
June 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	126	153	82.35%							
June 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	26	27	96.30%	18.89%						
June 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	27	28	96.43%							
June 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%							
June 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	3	3	100.00%	0.00%						
June 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	18	18	100.00%							
June 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	5	5	100.00%							
June 2017	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	6.00	3	1	3.00							
June 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	20	4	5.00							
June 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	5	1	5.00	0.00	10	1	10.00	0.00		
June 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	277	88	3.15							
June 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	135	22	6.14							
June 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	131	28	4.68							
June 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	24		4.80							
June 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	58	16	3.63							
June 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	25	5	5.00							
June 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	6	6	100.00%	0.00%	1	1	100.00%	0.00%		
June 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%	0.00%	2	3	66.67%	47.14%	-0.612372	-1.372296
June 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	168	172	97.67%	15.07%	6	6	100.00%	0.00%	-1.13016	-1.687088
June 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	31	33	93.94%	23.86%	2	3	66.67%	47.14%	-0.959403	-1.583276
June 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	30	33	90.91%	28.75%	1,820	1,939	93.86%	24.00%	0.426702	-0.740584
June 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	7,799	7,806	99.91%							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6582.18		0.33							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	14546.62	12,022	1.21							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	21128.80		1.06							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3752.58	4,811	0.78							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4228.64	4,811	0.88							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	712.58	1,738	0.41							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1269.88		1.06							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1982.46	1,738	1.14							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2904.72		0.84							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7952.24	3,716	2.14							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10856.96		3.14							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7985.52	7,394	1.08							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6773.50	5,890	1.15							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14759.02	7,394	2.00							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2315.31	1,087	2.13							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	646.92	1,198	0.54							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2962.23	.,	2.73							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3690.40	6,590	0.56							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7858.42		0.58							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11548.82	6,590	1.75							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	252.08	1,096	0.23							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	817.95	1,995	0.41							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1240.20		1.30							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2310.23		1.16							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2653.20	3,685	0.72							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53181.40		19.13							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	55834.60		15.15							
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8374.95	4,527	1.85							
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7921.67	4,579	1.73							
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	68773.50		9.86							
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26409.24		4.18							
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46883.44		13.48							
	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3914.21	769	5.09							
June 2017		PO-1-XML				N/A	15057.00	4.780	3.15							

Month e 2017	PID Category	PID PO-1-XML	PID Title Pre-Order Response Times (TN Reservation XML)	Product Category XML Request/Response	Standard	Benchmark N/Δ	CLEC Numerator CLE	EC Denominator 3 156	CLEC Result CL	LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CIL-U Standard Deviation	Modified ∠ Score	Parity S
e 2017 e 2017	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML		XML Request/Response XML Request/Response	Diagnostic Diagnostic	N/A	3787.20 5577.52	3,156 1.612	3.46							-
			Pre-Order Response Times(Connecting Fac Assgn XML)	I NP		N/A	2.137		81.41%							-
2017	Pre-Ordering	PO-2A PO-2A	All Electronic LSRs All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A N/A		2,625 49	81.41% 40.82%							-
	Pre-Ordering		All Electronic LSRs	55 5	Diagnostic	N/A	20 426	501	40.82% 85.03%							-
2017	Pre-Ordering	PO-2A PO-2B		Unbundled Loop Aggregate	Diagnostic											-
2017	Pre-Ordering		All Flow-through Eligible LSRs	LNP	Diagnostic	N/A N/A	2,137	2,146	99.58%							-
2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic		20	20	100.00%							-
2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	426	430	99.07%							
2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	99:28	6	16:35							
2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	302:01	287	1:03							
2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	19	19	100.00%							
2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	413	413	100.00%							
2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,943	1,943	100.00%							
2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	17	17	100.00%							
2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	154	160	96.25%							
2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	457	457	100.00%							
2017	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	2	2	100.00%							_
017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	4	4	100.00%							-
017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	13	43	30.23%	45.93%		69	1.45%	11.95%	-12.39609	3- 6
										45.93%	- 1	69	1.45%	11.95%	-12.39609	-
17	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,714	1,718	99.77%							
17	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,160,944	1,165,345	99.62%							
17	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	2,383	2,383	100.00%							
17	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	3,014	3,014	100.00%	0.00%	50,010	50,546	98.94%	10.24%	-5.521394	1
17	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	2,383	2,383	100.00%							
17	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	1	1	100.00%							
17	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,428,448	4,099,559	1.08					ĺ		
7	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	5286.08	30,166	0.18							
17	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30.600	30,600	100.00%							_
17	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							-
7	Electronic Gateway Availability	GA-1	Gateway Availability - LSR Gateway Availability - LSR	YMI	Diagnostic	N/A	30,600	30,600	100.00%							-
		GA-1		XIIIE		N/A	43,200		100.00%							-
7	Electronic Gateway Availability		Gateway Availability - Repair	EBTA	Diagnostic			43,200								
7	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
7	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
7	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
7	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
7	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	7	57.14%	49.49%	5	11	45.45%	49.79%	-0.485504	1
	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%						
7	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	2	100.00%							-
	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	3	10	30.00%							-
7	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	19	32	59.38%	49.11%	0	15	60.00%	48.99%	-0.284255	
		MR-5B				N/A					9					
7	Maintenance and Repair		All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity		0	2	0.00%	0.00%	14	19	73.68%	44.03%	1.281552	2
7	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	2	0.00%	0.00%						
7	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	5	7	71.43%	45.18%	13				-0.421941	
7	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	5	11	45.45%	49.79%	410	692	59.25%		0.62257	
7	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%	0.00%	2,358	4,409	0.01.070		-0.932528	-
7	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	142:25	1	142:25	0:00	26262:54	683	38:27	40:49	2.365618	j .
7	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	21:04	1	21:04	0:00	31342:07	820	38:13	42:18	-0.405328	i
7	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	34:43	7	4:58	3:05	75:47	11	6:53	5:36	-0.712428	š
7	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	1:09	1	1:09	0:00						
,	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5:42	2	2:51	0:28	4:12	1	4:12	0:00		_
7	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	57:27	10	5:45	3:03	4:12		4:12			-
	Trian transcent and triangles						0.100		0.10						4.007400	
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	135:37	32	4:14	2:12	83:38					
7	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	352:09	58	6:04	7:06	121214:15	3,498			-2.600497	
	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	10:44	2	5:22	1:22	73:34	16	4:36	5:02	0.565108	
7	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	203:32	2	101:46	137:11						
7	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	28:38	7	4:05	4:19	73:34	16	4:36	5:02	-0.222394	,
	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	70:28	10	7:03	5:42	32532:03	869		41:59		
	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	80	704	11.36%	31.74%	-0.357803	j i
	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	0.00%	2	5		48.99%	-0.745356	
	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	7	14.29%	34.99%	3	16	18.75%		-0.252397	
	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	- 1	0.00%	0.00%	3	10	10.70%	00.0076	0.202381	1
	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	2	0.00%	0.00%	0	4	0.00%	0.00%		-
		MR-7D	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1			N/A	U	10	0.00%	0.00%	-	1	0.00%			\leftarrow
	Maintenance and Repair		The state of the s	Unbundled Loop - 2 Wire Non-Loaded	Parity		0				0	1 16				-
,	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	5	32	15.63%	36.31%	3				-0.261488	
	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	4	58	6.90%	25.34%	502					
	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%	6	19	31.58%	46.48%	-0.913874	1
	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	2	0.00%	0.00%						
	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	7	42.86%	49.49%	6	19	31.58%	46.48%	0.094262	4
	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	1	10	10.00%	30.00%	109	931	11.71%	32.15%	-0.167081	
	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	9	726	1.24%	11.06%	30				-0.68646	
	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	3	70,960	0.00%	0.65%	00	56,209	0.00%		5.55540	1
	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	3	70,960	1.89%	13.61%	3.933		1.26%		0.024854	
							- 1									
	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	1	223	0.45%	6.68%	35	2,596	1.35%		-1.118067	
	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	1,952	0.10%	3.20%	1	996	0		0.016683	-
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	10	13,896	0.07%	2.68%	1	996	0.10%		-0.273749	
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	39	4,459	0.87%	9.31%	33	2,261	1.46%	11.99%	-1.889073	j
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	20	0.00%		35	2,588	1.35%	11.55%	-0.521617	1
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	68	22.538	0.30%	5.48%	4,778		1.03%		-10.566765	
		MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	604	703	85.92%		1.071175	
7	Maintenance and Popoir					1975	U		0.00%	0.00%	0U4	703		34.78%	1.071175	
7 7 7	Maintenance and Repair		110 110 110 110 110 110 110 110 110 110	LIC Terrels		NI/A		04000	0.0407	0.40**						
7	Maintenance and Repair 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	3	34,296 13.087	0.01%	0.16% 0.05%						Е

Month	PID Category	PID	PID Title	Product Category			CLEC Numerator			LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
lay 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	13,087	0.00%							
lay 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	6	6	1.00	0.00						
lay 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	2,086	12	173.83	63.45	38,495	291	132.29	190.42	0.792619	-0.5181
lay 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	6	6	100.00%	0.00%						
May 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	0	12	0.00%	0.00%	140	291	48.11%	49.96%	-3.268823	-2.9873
/lay 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%							
/lay 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%	1	1	100.00%	0.00%		
May 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	64	74	86.49%							
May 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	26	27	96.30%	18.89%	2	2	100.00%	0.00%	-1.48354	-1.90192
May 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	24	25	96.00%							
May 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	2	50.00%							
May 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	10	10	100.00%	0.00%	1	1	100.00%	0.00%		
May 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	9	9	100.00%							
May 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	1	1	100.00%							
May 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	266	78	3.41							
May 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	87	19	4.58							
May 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	189	41	4.61							
May 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	12	4	3.00							
May 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	20	5	4.00							
May 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	14	14	100.00%	0.00%	2	2	100.00%	0.00%		
May 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	117	117	100.00%	0.00%						
May 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	28	28	100.00%	0.00%	7	7	100.00%	0.00%		
May 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	44	46	95.65%	20.39%	1.829	1,950		24.12%	-0.5161	-1.31376
May 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	I NP	Benchmark	95.00%	7.331	7.338	99.90%	20.3876	1,025	1,000	33.7370	24.1270	-0.5101	-1.51570
May 2017 May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	95.00% N/A	6919.85	7,338 19.771	99.90%							
					-	N/A										
May 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic		15725.16	12,996	1.21							
May 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22645.01	19,771	1.15							
May 2017	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3135.76	4,126	0.76							
May 2017	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3596.20	4,126	0.87							
May 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	755.94	1,758	0.43							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1254.75	1,195	1.05							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2010.69	1,758	1.14							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3239.04	3,856	0.84							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7994.79	3,789	2.11							
May 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11233.83	3.856	2.91							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8333.16	7.788	1.07							
May 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5.640	1.15							
May 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14819.16	7,788	1.90							
May 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2196.03	1.031	2.13							
May 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE		N/A	667.52	1,192	0.56							
				TOTAL	Diagnostic	N/A	2863.55	1,192	2.78							
May 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)		Diagnostic											
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3654.56	6,526	0.56							
May 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7429.38	13,034	0.57							
May 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11083.94	6,526	1.70							
May 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	272.75	1,091	0.25							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	794.58	1,938	0.41							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1245.87	981	1.27							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2313.20	1,938	1.19							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2548.08	3,539	0.72							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	52664.64	2,766	19.04							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	55212.72	3 539	15.60							
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8393.45	4.537	1.85							
May 2017	Pre-Ordering	PO-1-XMI	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7748.67	4 479	1.73							
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appl. Scrieduler XML)	XML Request/Response	Diagnostic	N/A	68673.36	6,979	9.84							
May 2017 May 2017	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XMI	Pre-Order Response Times (Facility Check XML) Pre-Order Response Times (Get CSR XML)	XML Request/Response XML Request/Response	Diagnostic	N/A	26253.76	6,979	9.84							
May 2017 May 2017		PO-1-XML PO-1-XML		XML Request/Response XML Request/Response		N/A N/A	26253.76 46869.96	6,311 3,477	13.48							
	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)		Diagnostic											
May 2017	Pre-Ordering	1 O I MILE	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3949.84	776	5.09							
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15375.15	4,881	3.15							
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3816.34	3,154	1.21							
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5612.12	1,622	3.46							
May 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,078	2,591	80.20%							
May 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	35	59	59.32%							
May 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	369	471	78.34%							
May 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,078	2,085	99.66%							
May 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	35	36	97.22%							
May 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	369	369	100.00%							
May 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	4:51	1	4:51							
May 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	276:54	266	1:02							
May 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	35	35	100.00%							
May 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	398	398	100.00%							
May 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,871	1,871	100.00%							
May 2017	Pre-Ordering Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1,071	1,0/1	100.00%							
May 2017 May 2017	Pre-Ordering Pre-Ordering	PO-5B-(a) PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	153	154	99.35%							
May 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	453	453	100.00%							
May 2017	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
May 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	13	13	100.00%							
May 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	3	15	20.00%	40.00%	5	69	7.25%	25.93%	-1.726785	-2.0498
April 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,481	1,485	99.73%							
April 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,646,953	1,647,293	99.98%							
April 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	2,559	2,559	100.00%							
April 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	3,027	3,029	99.93%	2.57%	52,901	53,379	99.10%	9.42%	-4.713916	-3.8658
April 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	2,559	2.559	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard					LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Scor
pril 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,035,607	2,803,161	1.08							
pril 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	5182.71	26,034	0.20							
pril 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	27,360	27,360	100.00%							
pril 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	28,800	28,800	100.00%							
pril 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	27,036	27,360	98.82%							
pril 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,400	41,400	100.00%							
pril 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,125	40,125	100.00%							
pril 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	25.500	25,500	100.00%							
pril 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	-1,440	-1,440	100.00%							
April 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	1,440	1,440	100.00%							
pril 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable		N/A	7	9	77.78%	41.57%	-	13	38.46%	48.65%	-1.863661	-2.1330
		MR-5A			Parity		/			41.5/%	5	13	38.46%	48.65%	-1.863661	-2.133
pril 2017	Maintenance and Repair		All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	3	4	75.00%							
pril 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	21	34	61.76%							
pril 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	16	24	66.67%	47.14%	5	15			-2.148345	-2.306
pril 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%	9	10	90.00%	30.00%	1.690622	0.027
pril 2017	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%	2	2	100.00%	0.00%		
pril 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	4	50.00%	50.00%	9	10	90.00%	30.00%	0.931397	-0.433
pril 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	20	21	95.24%	21.30%	448	716	62.57%	48.39%	-3.049054	-2.853
oril 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	2	2	100.00%	0.00%	2.338	4.309	54.26%	49.82%	-1.298181	-1.789
ril 2017	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP LINBUNDLING	Parity	N/A	26:23	2	13:11	10:36	34254:09	729			-0.343102	-1.208
ril 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable		N/A	22:51	2	2:32	1:06	59:54	11			-3.448804	-3.096
					Parity			9			59:54	- 11	5:27	1:53	-3.448804	-3.090
ril 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	12:48	4	3:12	2:19						
ril 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	175:20	34	5:09	4:20						
oril 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	133:05	24	5:33	8:43	69:26	13	0.00		-0.281926	-1.171
ril 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	387:19	60	6:27	7:19	114458:15	3,510	32:37	53:13	-3.774848	-3.294
ril 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	10:26	2	5:13	1:32	24:56	7	3:34		0.658838	-0.599
ril 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	2:38	1	2:38	0:00	4:30	2	2:15		-0.709523	-1.431
ril 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	12:50	4	3:13	1:51	24:56	7			-0.147714	-1.089
oril 2017		MR-6E	Mean Time to Restore Interval Zone 2			N/A	18:13	6	3:02	1:33		759			-0.766721	-1.466
	Maintenance and Repair			Unbundled Loop Analog	Parity		18:13	6			34869:13	759				
ril 2017	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	2	2	100.00%	0.00%	0	1	0.00%	0.00%	0.430727	-0.73
oril 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	9	11.11%	31.43%	4	15	26.67%	44.22%	-0.83428	-1.507
ril 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	4	0.00%	0.00%						
ril 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	34	2.94%	16.90%						
ril 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	1	24	4.17%	19.98%	4	15	26.67%	44.22%	-1.545847	-1.93
il 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A		60	13.33%	33.99%	464	3.845	12.07%		0.147764	-0.91
il 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%	2	10		45.83%	-0.845154	-1.51
il 2017		MR-7E				N/A		- 2		0.00%	3				-0.045154	-1.51
	Maintenance and Repair		Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity		0	1	0.00%		U	2				
ril 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	4	0.00%	0.00%	3	10	30.00%	45.83%	-1.106567	-1.672
ril 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	6	0.00%	0.00%	102	826	12.35%	32.90%	-0.916083	-1.556
ril 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	11	1,315	0.84%	9.11%	23	2,311	1.00%	9.93%	-0.462955	-1.281
ril 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	70,432	0.00%	0.38%	4	56,425	0.01%	0.84%	-1.191819	-1.724
oril 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	55	0.00%		3,821	314,401	1.22%	10.96%	-0.822517	-1.500
pril 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	2	222	0.90%	9.45%	25	2.636	0.95%		-0.070135	-1.042
pril 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A		2,003	0.20%	4.46%	23	912	0.00%	3.0376	-0.070133	-1.042
							4				U					
pril 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	34	14,115	0.24%	4.90%	0	912	0.0010			
oril 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	28	4,514	0.62%	7.85%	25	2,361	1.06%	10.24%	-1.687065	-2.025
ril 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	20	0.00%		25	2,628	0.95%	9.71%	-0.436618	-1.265
ril 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	66	22,749	0.29%	5.38%	4,671	468,461	1.00%	9.94%	-10.480798	-7.371
ril 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	4	33.576	0.01%	0.14%						-2.962
ril 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	- 1	12.967	0.01%	0.05%						-2.976
il 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	11	33 960	0.03%	0.0070						2.07
							11	00,000	0.0070							
ril 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	4	13,087	0.03%							
ril 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	1,892	22	86.00	86.93	36,629	302			-0.864812	-1.525
ril 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	0	22	0.00%	0.00%	155	302		49.98%	-4.649963	-3.826
ril 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	4	4	100.00%	0.00%		
ril 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	83	96	86.46%							
ril 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	12	12	100.00%	0.00%	- 1	1	100.00%	0.00%		
ril 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	13	16	81.25%							
ril 2017	Ordering and Provisioning	OP-3E	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	3	100.00%							
il 2017 il 2017		OP-3E		LIS Trunk		90.00% N/A	3	3	100.00%	0.00%						
	Ordering and Provisioning		Interval Zone 2 Areas		Parity		_	-		0.00%						
ril 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	10	10	100.00%							
ril 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	3	33.33%	47.14%	1	1	100.00%	0.00%	0	
ril 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	2	2	100.00%							
ril 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	397	105	3.78							
il 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	55	12	4.58							
il 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	132	26	5.08							
	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	13	2	4.33							
il 2017		OP-4E					12	6	2.00							
			Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00		6								
il 2017	Ordering and Provisioning		Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	17	3	5.67							
I 2017 I 2017	Ordering and Provisioning	OP-4E		Unbundled Loop Analog	Benchmark	6.00	13	3	4.33							
il 2017 il 2017 il 2017	Ordering and Provisioning Ordering and Provisioning	OP-4E	Interval Zone 2 Areas		Parity	N/A	5	5	100.00%	0.00%	4	4	100.00%	0.00%		
il 2017 il 2017 il 2017	Ordering and Provisioning		New Service Installation Quality	LIS Trunk		N/A	137	145	94.48%	22.83%	6		100.00%	0.00%	-0.574733	-1.34
il 2017 il 2017 il 2017 il 2017	Ordering and Provisioning Ordering and Provisioning	OP-4E		LIS Trunk Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	137				0			0.00%		
il 2017 il 2017 il 2017 il 2017 il 2017	Ordering and Provisioning	OP-4E OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity Parity	N/A	15	16	93.75%	24.21%	1	2	50.00%	50.00%	-1.166667	-1.70
il 2017 il 2017 il 2017 il 2017 il 2017 il 2017	Ordering and Provisioning	OP-4E OP-5A OP-5A OP-5A	New Service Installation Quality New Service Installation Quality New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	N/A	15				1 1 606	2	50.00%	50.00%	-1.166667	
I 2017 I 2017 I 2017 I 2017 I 2017 I 2017	Ordering and Provisioning	OP-4E OP-5A OP-5A OP-5A OP-5A	New Service Installation Quality New Service Installation Quality New Service Installation Quality New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity Parity	N/A N/A	15 30	33	90.91%	24.21% 28.75%	1,695	2 1,814	50.00%	50.00%		
I 2017 I 2017 I 2017 I 2017 I 2017 I 2017 I 2017 I 2017	Ordering and Provisioning	OP-4E OP-5A OP-5A OP-5A OP-5A OP-8C	New Service Installation Quality New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LNP	Parity Parity Benchmark	N/A N/A 95.00%	15 30 4,952	33 4,964	90.91% 99.76%		1 1,695	1,814	50.00%	50.00%	-1.166667	
I 2017 I 2017 I 2017 I 2017 I 2017 I 2017 I 2017 I 2017 I 2017	Ordering and Provisioning Pre-Ordering	OP-4E OP-5A OP-5A OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LNP REQUEST	Parity Parity Benchmark Diagnostic	N/A N/A 95.00% N/A	15 30 4,952 6935.60	33 4,964 19,816	90.91% 99.76% 0.35		1 1,695	1,814	50.00%	50.00%	-1.166667	
il 2017 il 2017 il 2017 il 2017 il 2017 il 2017 il 2017 il 2017	Ordering and Provisioning Pre-Ordering	OP-4E OP-5A OP-5A OP-5A OP-5A OP-8C	New Service Installation Quality New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LNP	Parity Parity Benchmark	N/A N/A 95.00%	15 30 4,952	33 4,964	90.91% 99.76%		1,695	2 1,814	50.00%	50.00%	-1.166667	
il 2017	Ordering and Provisioning Pre-Ordering	OP-4E OP-5A OP-5A OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LNP REQUEST	Parity Parity Benchmark Diagnostic	N/A N/A 95.00% N/A	15 30 4,952 6935.60	33 4,964 19,816	90.91% 99.76% 0.35		1,695	1,814	50.00%	50.00%	-1.166667	
ril 2017	Ordering and Provisioning Pre-Ordering	OP-4E OP-5A OP-5A OP-5A OP-5A OP-8C PO-1-IMA GUI PO-1-IMA GUI	New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Unbundled Loop Analog LNP REQUEST RESPONSE	Parity Parity Benchmark Diagnostic Diagnostic Diagnostic	N/A N/A 95.00% N/A N/A	15 30 4,952 6935.60 15437.18	33 4,964 19,816 12,758	90.91% 99.76% 0.35 1.21		1,695	1,814	50.00%	50.00%	-1.166667	
ril 2017	Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	OP-4E OP-5A OP-5A OP-5A OP-5A OP-5A OP-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capabile Unbundled Loop Analog LNP REOUEST RESPONSE TOTAL REOUEST	Parity Parity Benchmark Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A 95.00% N/A N/A N/A	15 30 4,952 6935.60 15437.18 22372.78 3261.96	33 4,964 19,816 12,758 19,816 4,182	90.91% 99.76% 0.35 1.21 1.13 0.78		1 1,695	1,814	50.00%	50.00%	-1.166667	-1.70! -0.804
ril 2017	Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	OP-4E OP-5A OP-5A OP-5A OP-5A OP-6A OP-6A OP-1-IMA GUI PO-1-IMA GUI	New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Unbundled Loop Analog LNP REGUEST REPONSE TOTAL	Parity Parity Benchmark Diagnostic Diagnostic Diagnostic	N/A N/A 95.00% N/A N/A N/A	15 30 4,952 6935.60 15437.18 22372.78	33 4,964 19,816 12,758 19,816	90.91% 99.76% 0.35 1.21 1.13		1 1,695	1,814	50.00%	50.00%	-1.166667	

Month	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator C			LEC Standard Deviation	C1L-Q Numerator	CTL-Q Denominator	C1L-Q Result	CTL-Q Standard Deviatio	Modified Z Score	Parity Sc
oril 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1976.20	1,774	1.11							
ril 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3337.66	3,881	0.86							
il 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7926.68	3,739	2.12							
l 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11264.34	3,881	2.90							
2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8015.72	7,562	1.06							
2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6372.60	5,590	1.14							
2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14388.32	7,562	1.90							
il 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2171.19	1,029	2.11							
ril 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	644.76	1,194	0.54							
il 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2815.95	1.029	2.74							_
ril 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3576.72	6,387	0.56							_
ril 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7980.80	13.760	0.58							-
																-
ril 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11557.52	6,387	1.81							_
ril 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	245.04	1,021	0.24							
ril 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	803.19	1,959	0.41							
il 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1160.46	921	1.26							
il 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2208.69	1,959	1.13							
il 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2507.01	3,531	0.71							
ril 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	52012.08	2.726	19.08							
ril 2017	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54519.09	3 531	15.44							_
ril 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8412.78	4.523	1.86							_
ril 2017 ril 2017	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XMI	Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response XML Request/Response		N/A N/A	7846 64	4,523	1.86							-
					Diagnostic			.,								-
il 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	68643.84	6,976	9.84							-
ril 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26307.84	6,324	4.16							
il 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46802.56	3,472	13.48							
il 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3944.75	775	5.09							
il 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15057.00	4,780	3.15							
ril 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3787.20	3,156	1.20							
ril 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5676.92	1,636	3.47							
ril 2017	Pre-Ordering	PO-2A	All Electronic LSRs	I NP	Diagnostic	N/A	2,199	2,774	79.27%							_
il 2017	Pre-Ordering	PO-2A PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2,199	2,774	34.02%							-
																-
il 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	435	537	81.01%							
il 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,199	2,208	99.59%							
il 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	33	33	100.00%							
il 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	435	437	99.54%							
il 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	24:06	3	8:02							
il 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	169:06	222	0:46							
il 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	573	573	100.00%							_
ril 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	435	435	100.00%							-
				LNP												_
ril 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs		Benchmark	95.00%	1,985	1,985	100.00%							_
ril 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	137	137	100.00%							
oril 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	145	148	97.97%							
ril 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	446	446	100.00%							
ril 2017	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
ril 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	11	11	100.00%							
ril 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	10	31	32.26%	46.75%	3	80	3.75%	19.00%	-7.092773	
ril 2017	Pre-Ordering	PO-9C	LIS Trunks	LIS Trunk	Parity	N/A	0	- 1	0.00%	0.00%	0	1	0.00%			_
rch 2017	Billing Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,773	1,774	99.94%	0.0076	Ü		0.0076	0.0076		-
rch 2017	9	BI-3A				N/A	1,773	1 649 104	100.00%							_
	Billing		Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic		.,,	.,,								
rch 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	2,421	2,421	100.00%							
rch 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,760	2,763	99.89%	3.29%	50,152	50,697	98.92%	10.31%	-4.797118	-3
rch 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	2,421	2,421	100.00%							
rch 2017	Collocation	CP-2B	Non-Forecasted and Late Forecasted Collocations	All	Diagnostic	N/A	1	1	100.00%							
ch 2017	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	1	1	100.00%							
ch 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4.321.230	4.010.738	1.08							
rch 2017	Database Updates	DB-16 DB-1C-1	All	Directory Listing	Diagnostic	N/A	5922.79	32,793	0.18							-
rch 2017 rch 2017		GA-1		IMAGUI		N/A	30.600	32,793	100.00%							-
	Electronic Gateway Availability		Gateway Availability - LSR		Diagnostic											-
rch 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							_
rch 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
rch 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
rch 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
rch 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
rch 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
rch 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
rch 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	10	90.00%	30.00%	14	22	63.64%	48.10%	-1.436995	-1.
ch 2017 ch 2017		MR-5A		UNBUNDLED LOOP - ADSL COMPATIBLE		N/A	9		50.00%	30.00%	14	22	03.04%	48.10%	-1.430995	-1
	Maintenance and Repair		All Troubles Cleared w/i 4 Hours-Zone 1		Diagnostic		3	6								-
ch 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	13	24	54.17%							
ch 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	23	37	62.16%	48.50%	16	25				
h 2017	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%	5	15	33.33%	47.14%	-2.018932	2 -2
h 2017	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%							
ch 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	- 1	100.00%	0.00%	5	15	33.33%	47.14%	-1.369306	5 -1
th 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	14	25	56.00%	49.64%	488	809				
ch 2017	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	12:24	25	12:24	0:00	36422:09	859				
								1								
ch 2017	Maintenance and Repair	MR-6C	Mean Time to Restore no dispatch	Residence	Parity	N/A	1:51	2	0:55	0:32	3940:28	246			0.0	
ch 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	32:31	10	3:15	3:06	75:09	16	4:42	4:03	-0.884445	-1
ch 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	28:54	6	4:49	3:04						
ch 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	127:40	24	5:19	3:56				ĺ		
ch 2017	Maintenance and Renair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	153:46	37	4:09	3:14	84:52	18	4-43	4:00	-0.487258	1 -1
ch 2017 ch 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1			N/A	764:05	66	11:35	3:14 17:10	160922:45	4.230			0	
				Unbundled Loop Analog	Parity			66								
	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	29:59	8	3:45	2:58	84:25	13	6:30	3:55	-1.557928	-1
		MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2:21	1	2:21	0:00						
rch 2017 rch 2017	Maintenance and Repair	WIIX-OL														

Month March 2017	PID Category Maintenance and Repair	PID MR-6F	PID Title Mean Time to Restore Interval Zone 2	Product Category Unbundled Loop Analog	Standard Parity	Benchmark N/Δ	CLEC Numerator 15:55	CLEC Denominator	CLEC Result CL 5:18	EC Standard Deviation 2:15	CTL-Q Numerator C 41977:26	TL-Q Denominator 1.045	CTL-Q Result C	L-Q Standard Deviation 45:33	Modified Z Score -1.323626	
March 2017 March 2017		MR-6E MR-7B			Parity	N/A N/A	15:55	3	100.00%	2:15 0.00%	419/7:26	1,045	40:10 11.32%	45:33 31.68%		
	Maintenance and Repair	MR-7B MR-7C	Repair Repeat Report Rate-Disp out MSA	Residence		N/A N/A	1	1							1.204539	
March 2017	Maintenance and Repair	MR-7C MR-7D	Repair Repeat Report Rate-no dispatch	Residence	Parity		1	2	50.00%	50.00%	36	284	12.68%	33.27%	0.698604	
March 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A	1	10	10.00%	30.00%	3	25	12.00%	32.50%	-0.164488	-1.1000
farch 2017	Maintenance and Repair Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	24	0.00% 4.17%	0.00%						
March 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity Parity	N/A	1	24	4.17%	19.98%	2	25	12.00%	32.50%	0.076441	-0.9535
March 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	4	66	6.06%	23.86%	612	4 713	12.00%	32.50%	-1 662009	
March 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	00	50.00%	50.00%	012	4,713	26.67%	44.22%	0.664814	
March 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	- 4	0	0.00%	0.00%	*	15	20.07%	44.2276	0.004614	-0.5950
March 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	4	15	26.67%	44.22%	0.488776	-0.7028
March 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	3	0.00%	0.00%	121	1.126	10.75%	30.97%	-0.600195	
March 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	18	1,327	1.36%	11.57%	37	2,358	1.57%	12.43%	-0.498686	
March 2017	Maintenance and Repair	MR ₄ 8	Trouble Rate	LIS Trunk	Parity	N/A	10	69,904	0.00%	11.57 /6	0	56 137	0.00%	12.40/0	-0.430000	-1.500
March 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	3	58	5.17%	22.15%	4.813	317.622	1.52%	12.22%	1.571005	-0.0448
March 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	222	0.00%	EE. 1070	40	2,682	1.49%	12.12%	-1.761859	
March 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	6	2.062	0.29%	5.39%	0	917	0.00%	12.1270	1.701000	2.0711
March 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	25	14,237	0.18%	4.19%	0	917	0.00%			
March 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	38	4.567	0.83%	9.08%	40	2.399	1.67%	12.80%	-2.587143	-2.5728
March 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	21	0.00%	0.0070	40	2,675	1.50%	12.14%	-0.562408	
March 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	69	23.031	0.30%	5.47%	5.839	473.114	1.23%	11.04%	-12.544571	
March 2017	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	781	901	86.68%	33.98%	-0.391764	-1.2381
farch 2017	Maintenance and Repair	MR-9C	Repair Appointments Met-No Dispatch	Residence	Parity	N/A	. 2	2	100.00%	0.00%	270	284	95.07%	21.65%	-0.320903	
March 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	33.792	0.00%	0.01%	270	204	55.57 75	21.0070	0.020000	-2.9956
March 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	5	13.087	0.04%	0.38%						-2.8758
March 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	17	33.888	0.05%	0.3076						2.0730
March 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q Fall defit Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	5	13.087	0.05%							
March 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	10	2	5.00							
March 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	71	3	23.67	12.70						
March 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	1,742	12	145.17	34.64	34,441	315	109.34	175.96	0.748763	-0.5447
March 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1,742	12	100.00%	0.00%	34,441	313	103.04	175.90	0.740703	0.344
farch 2017	Ordering and Provisioning Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	0	12	0.00%	0.00%	146	315	46.35%	49.87%	-3.160131	-2.9212
March 2017	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	90.00%	1	1	100.00%	0.0070	140	0.0	40.0070	40.0170	0.100101	2.021
March 2017	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	90.00%	1	1	100.00%							
March 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%		9	88.89%							
farch 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	4	4	100.00%	0.00%		
March 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	2	2	100.00%	0.0078	-		100.0076	0.0076		
March 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	123	142	86.62%							
March 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	33	51	64.71%	47.79%						
March 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	59	73	80.82%	47.7370						
March 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1.5	100.00%							
March 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	3	100.00%	0.00%						
March 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	1	1	100.00%	0.0076						
March 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A		0	0.00%	0.00%	4	4	100.00%	0.00%	2.989188	0.8172
March 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	2	2	100.00%	0.0076	-		100.0076	0.0076	2.808100	0.0172
March 2017	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	6.00	3	1	3.00							
March 2017	Ordering and Provisioning Ordering and Provisioning	OP-4B	Dispatches within works Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	6.00	3	1	3.00							
March 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	71	1	8.88							
March 2017	Ordering and Provisioning Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	308	92	3.35							
March 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	381	43	8.86							
March 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	338	48	7.04							
March 2017	Ordering and Provisioning	OP-4E	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	330	40	3.00	0.00						
March 2017	Ordering and Provisioning Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	63	1 9	7.00	0.00						
March 2017		OP-4E OP-4E	Interval Zone 2 Areas		Benchmark	6.00	63	2	4.50							
March 2017	Ordering and Provisioning Ordering and Provisioning	OP-4E OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	5	5	100.00%	0.00%			100.00%	0.00%		
March 2017	Ordering and Provisioning Ordering and Provisioning	OP-5A	New Service Installation Quality New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	5	5	100.00%	0.00%	4	4	100.00%	0.00%		
March 2017		OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE		N/A	2	2	100.00%	0.00%	3	3	100.00%	0.00%		
March 2017 March 2017	Ordering and Provisioning Ordering and Provisioning	OP-5A OP-5A	New Service Installation Quality New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity Parity	N/A N/A	143	151	100.00%	22.40%	2	2	100.00%	0.00%	-1.269299	-1.7716
farch 2017 farch 2017		OP-5A	New Service Installation Quality New Service Installation Quality			N/A	143	151	94.70%	22.40%	Z	2	100.00%	0.00%	-1.269299	-1.//16
larch 2017 larch 2017	Ordering and Provisioning Ordering and Provisioning	OP-5A OP-5A		Unbundled Loop - DS1 Capable	Parity Parity	N/A N/A	73	76	96.05%	19.47%	1,888	2,014	93.74%	24.22%	-0.815887	-1.4960
larch 2017 larch 2017	Ordering and Provisioning Ordering and Provisioning	OP-5A	New Service Installation Quality Number Portability Timeliness without Loop Coord	Unbundled Loop Analog	Parity Benchmark	N/A 95.00%	3,221	3,241	96.05%	19.47%	1,888	2,014	93.74%	24.22%	-U.815887	-1.4960
farch 2017 farch 2017	Ordering and Provisioning Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic Diagnostic	95.00% N/A	3,221 6937.00	3,241 19.820	99.38%							
		PO-1-IMA GUI		RESPONSE		N/A	15473.48									
March 2017 March 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic Diagnostic	N/A N/A	154/3.48 22410.48	12,788 19.820	1.21							
tarch 2017 farch 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A N/A	22410.48 3193.52	19,820	0.76							
March 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3793.52	4,202	0.76							
larch 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	737.02	1,714	0.43							
larch 2017 larch 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	RESPONSE TOTAL	Diagnostic	N/A N/A	1235.96 1972.98	1,166 1,714	1.06							
larch 2017 larch 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic Diagnostic	N/A	1972.98	1,/14	1.15							
	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	· · · · · · · · · · · · · · · · · · ·	RESPONSE		N/A N/A	3284.34 8121.30	3,819	2.14							
larch 2017			Pre-Order Response Times (Facility Check)		Diagnostic											
larch 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11405.64	3,819	2.99							
larch 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8027.76	7,719	1.04							
larch 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE TOTAL	Diagnostic	N/A N/A	6542.40	5,640	1.16							
larch 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)		Diagnostic		14570.16	7,719	1.89							
larch 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2299.50	1,095	2.10							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	635.60	1,135	0.56							
larch 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2935.10	1,095	2.68							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3602.34	6,671	0.54							
						N/A	7477.26	13,118	0.57							
larch 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic											
March 2017 March 2017 March 2017 March 2017	Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (TN Reservation)	TOTAL ACCEPT	Diagnostic Diagnostic Diagnostic	N/A N/A	11079.60 268.00	6,671 1,072	1.66 0.25							

Month	PID Category	PID	PID Title	Product Category REQUEST	Standard	Benchmark N/A	CLEC Numerator			LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Se
larch 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)		Diagnostic	N/A N/A		1,985	0.43							
arch 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic		1244.16	972	1.28							
arch 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2365.71	1,985	1.19							
ch 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2346.00	3,450	0.68							
ch 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	52038.72	2,736	19.02							
ch 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54384.72	3,450	15.76							
ch 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8373.10	4,526	1.85							
ch 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7748.67	4,479	1.73							
ch 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67292.68	6,916	9.73							
ch 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26232.15	6.321	4.15							_
ch 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47050.96	3,368	13.97							+
ch 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3882.75	775	5.01							_
ch 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Weet Full Inquiry XWL)	XML Request/Response		N/A	14996.64	4,776	3.14							-
ch 2017	Pre-Ordering Pre-Ordering	PO-1-XML	Pre-Order Response Times (On Reservation XMI)	XMI Request/Response	Diagnostic Diagnostic	N/A	3795.60	3 163	1 20							_
							0.00.00	01.00								
ch 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5626.95	1,631	3.45							
ch 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,824	3,588	78.71%							
ch 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	43	112	38.39%							
h 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	443	546	81.14%							
ch 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,824	2,837	99.54%							
ch 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	43	44	97.73%							
ch 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	443	445	99.55%							_
sh 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	57:35	140	19:12							+
ch 2017	Pre-Ordering Pre-Ordering	PO-3C PO-3X	Electronic LSRs Rejected Manually		Diagnostic	N/A	407:07	319	1:17							-
				Product Aggregate												-
ch 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	560	560	100.00%							-
h 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	416	416	100.00%							
ch 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,513	2,513	100.00%							
h 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	162	162	100.00%							
rch 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	168	177	94.92%							
ch 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	574	575	99.83%							
ch 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	12	15	80.00%							
ch 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	21	89	23.60%	42.46%	4	87	1.15%	10.66%	-13.967183	3 -9
uary 2017	Billing	BI-2	Invoices Delivered within 10 Days	ΔII	Parity by Design	N/A	1,492	1.493	99.93%	42.4070		- 01	1.10%	10.00%	10.001100	1
ruary 2017		BI-3A		UNEs and Resale Aggregate		N/A	1,657,898	1,658,447	99.93%							_
	Billing		Billing Accuracy - Adjustments for Errors	00 0	Diagnostic											_
ruary 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	4,755	4,755	100.00%							
uary 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,944	2,945	99.97%	1.84%	52,719	53,180	99.13%	9.27%	-4.746262	2 -3
ruary 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	4,755	4,755	100.00%							
ruary 2017	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	2	2	100.00%							
ruary 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,967,622	2,759,277	1.08							
ruary 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	4833.46	27,365	0.18							_
oruary 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	27,360	27,360	100.00%							_
ruary 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	27,360	27,360	100.00%							-
		GA-1														-
bruary 2017	Electronic Gateway Availability		Gateway Availability - LSR	XML	Diagnostic	N/A	27,360	27,360	100.00%							
bruary 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	38,880	38,880	100.00%							
bruary 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	37,860	37,860	100.00%							
bruary 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	24,720	24,720	100.00%							
oruary 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
ruary 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
ruary 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	5	10	50.00%	50.00%	5	12	41.67%	49.30%	-0.394771	1 -1.
ruary 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	6	10	60.00%	30.0076	J	12	41.07 /	40.3070	-0.354771	-1
		MR-5A				N/A		13	30.77%							-
ruary 2017	Maintenance and Repair		All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic		4									
ruary 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	30	53	56.60%	49.56%	6	13			-0.677282	
ruary 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3	7	42.86%	49.49%	14	26	53.85%	49.85%	0.092133	3 -0
uary 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
ruary 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	5	7	71.43%	45.18%	14	26	53.85%	49.85%	-0.828278	8 -1
ruary 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	4	13	30.77%	46.15%	384	798			0.960964	
ruary 2017	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	142:17	2	71:08	34:25	182510:49	3,497				
	Maintenance and Repair	MR-6R	Mean Time to Restore-bisp wit MSA	Residence		N/A	24:44	4	24:44	0:00	34886:49	750				
ruary 2017 ruary 2017		MR-6C			Parity	N/A	1:15	1	1:15	0:00	34886:49	232				
	Maintenance and Repair		Mean Time to Restore no dispatch	Residence	Parity			1								
ruary 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	49:01	10	4:54	3:50	62:38	10				7 -1
uary 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	78:00	10	7:48	15:45	0:14	1	0:14			
ruary 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	69:24	13	5:20	2:56	0:14	1	0.1-			
ruary 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	261:36	53	4:56	4:13	64:53	11	5:54	3:42	-0.783685	5 -1
ruary 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	1012:28	89	11:23	13:27	205864:42	4,253	48:24	133:45	-2.584827	7 -2
ruary 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	43:57	7	6:17	6:59	119:10	20				
uary 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	10:11	1	10:11	0:00	110.10	20	5.50	4.14	0.200110	+-
uary 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	44:43	1	6:23	10:59	119:10	20	5:58	3 4:14	0.302855	5 -0
		MR-6E		1		N/A		- /								
uary 2017	Maintenance and Repair		Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity		23:20	4	5:50	2:59	45881:08	1,014				
uary 2017	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	1	2	50.00%	50.00%	533	3,711			0.62195	
uary 2017	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	90	784	11.48%	31.88%	-0.359886	6 -
uary 2017	Maintenance and Repair	MR-7C	Repair Repeat Report Rate-no dispatch	Residence	Parity	N/A	1	1	100.00%	0.00%	24	271	8.86%	28.41%	1.329074	4
uary 2017	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%	5	14	35.71%	47.92%	-0.792091	1 -1
uary 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	10	0.00%	0.00%	0	1	0.00%			
uary 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	13	0.00%	0.00%	0	1	0.00%			+
uary 2017	Maintenance and Repair	MR-7D	Renair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Canable	Parity	N/A	9	53	16.98%	37 55%	-	14			-1.30106	6 -1
,										0.10070	. 5					
ary 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	13	89	14.61%	35.32%	643	4,679			0.115329	
uary 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	7	0.00%	0.00%	5	26	19.23%	39.41%	-1.145919	9
uary 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
uary 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	7	0.00%	0.00%	5	26	19.23%	39.41%	-1.145919	9
uary 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	1	, A	25.00%	43.30%	130	1.084			0.248538	
nuary 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A	1 17	1 329	1.28%	43.30%	130	1,084			-0.708612	
ruary 2017	Maintenance and Repair Maintenance and Repair						17	.,,			38				-0.708612	: -1
		MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	69,712	0.00%	0.38%	0	56,185	0.00%			
oruary 2017 oruary 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	4	60	6.67%	24.94%	4,766	320.805	1.49%	12.10%	2.247713	3 0

Month February 2017	PID Category Maintenance and Repair	PID MP.9	PID Title	Product Category SUB-LOOP UNBUNDLING	Standard	N/A	CLEC Numerator	CLEC Denominator	CLEC Result Cl	LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator 2.738	CTL-Q Result C	CTL-Q Standard Deviation 12,00%	Modified Z Score -1.730222	Parity Score
		MR-8	1	UNBUNDLED LOOP - ADSL COMPATIBLE	Panty	N/A N/A	10		0.00%	6.86%	40	2,738	0.11%			
ebruary 2017	Maintenance and Repair	MR-8	Trouble Rate		Parity	N/A N/A		2,113			1			3.28%	2.83931	
ebruary 2017	Maintenance and Repair		Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity		13	14,375	0.09%	3.01%	1	931	0.11%	3.28%	-0.153252	
ebruary 2017	Maintenance and Repair	MR-8 MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	60	4,600	1.30%	11.35%	39	2,441	1.60%	12.54%	-0.934313	
ebruary 2017	Maintenance and Repair		Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	22	0.00%	0.000/	40 5.763	2,731	1.46%	12.01%	-0.569564	-1.346
ebruary 2017 ebruary 2017	Maintenance and Repair Maintenance and Repair	MR-8 MR-9A	Trouble Rate	Unbundled Loop Analog Residence	Parity Parity	N/A N/A	93	23,371	0.40%	6.30%	5,763	477,563 3.711	1.21% 76.21%	10.92% 42.58%	-11.057182 1.582545	-7.7222
	Maintenance and Repair Maintenance and Repair	MR-9A MR-9B	Repair Appointments Met-Disp w/I MSA	Residence Residence		N/A N/A	0	2	100.00%	0.00%	2,828	3,711	76.21% 84.82%	42.58% 35.88%	1.582545 -0.422752	
ebruary 2017	Maintenance and Repair Maintenance and Repair	MR-9B MR-9C	Repair Appointments Met-Disp out MSA Repair Appointments Met-No Dispatch		Parity	N/A N/A	1	1	100.00%	0.00%	255	784 271	94.10%	35.88% 23.57%	-0.422752 -0.250029	
ebruary 2017				Residence	Parity		1	1			255	2/1	94.10%	23.57%	-0.250029	
ebruary 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	15	32,664	0.04%	0.34%						-2.8660
ebruary 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	12,967	0.00%	0.04%						-2.9850
ebruary 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	43	33,840	0.13%							
ebruary 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A N/A	3	13,063	0.02%							
ebruary 2017	Ordering and Provisioning	01 10/1	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic		48	1								
ebruary 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	594	13	45.69	35.56	296					
ebruary 2017	Ordering and Provisioning		Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	120	9	13.33	7.28		2	148.00	135.76	-1.26886	
ebruary 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	1,706	21	81.24	55.19	31,722	304	104.35	174.60	-0.586626	-1.356
ebruary 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4	13	30.77%	46.15%						
ebruary 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	9	9	100.00%	0.00%	2	2	100.00%	0.00%		
ebruary 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	5	21	23.81%	42.59%	138	304	45.39%	49.79%	-1.921503	
ebruary 2017	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	1	1	100.00%	0.00%	823	829	99.28%	8.48%	-0.085332	-1.051
ebruary 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1	100.00%							
ebruary 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	148	159	93.08%							
ebruary 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	25	30	83.33%	37.27%	4	4	100.00%	0.00%	-0.030435	-1.018
ebruary 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	32	36	88.89%							
ebruary 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
ebruary 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	7	8	87.50%							
ebruary 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	14	14	100.00%							-
ebruary 2017	Ordering and Provisioning	OP-4C	No dispatches	Residence	Parity	N/A	1	1	1.00	0.00	802	298	2.69	19.47	-0.086729	-1.052
ebruary 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	1	5.00							
ebruary 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	582	177	3.29							
ebruary 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	179	34	5.26							
ebruary 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	270	51	5.29							
ebruary 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	27	8	3.38							
ebruary 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	71	15	4.73							
ebruary 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
ebruary 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	1	1	100.00%	0.00%	2,011	2,182	92.16%	26.88%	-0.291536	-1.177
ebruary 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	226	227	99.56%	6.62%	1	1	100.00%	0.00%	-2.620817	
ebruary 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	39	40	97.50%	15.61%	4	4	100.00%	0.00%	-1.335178	-1.811
February 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	66	66	100.00%	0.00%	1,637	1,754	93.33%	24.95%	-2.132159	-2.2962
February 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	7,512	7,517	99.93%							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6314.55	19,135	0.33							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15756.30	12,810	1.23							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22070.85	19,135	1.15							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3210.00	4,280	0.75							
ebruary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3713.36	4,280	0.87							
ebruary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	738.74	1,718	0.43							
ebruary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1262.52	1,169	1.08							
ebruary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2001.26	1,718	1.16							
ebruary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3414.93	3,837	0.89							
ebruary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8081.22	3,794	2.13							
ebruary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11496.15	3,837	3.00							
ebruary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8540.74	7,982	1.07							
ebruary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
ebruary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	15026.74	7,982	1.88							
ebruary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2319.76	1,084	2.14							
ebruary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	678.30	1,190	0.57							
ebruary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2998.06	1,084	2.77							
ebruary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3399.30	6,295	0.54							
ebruary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7588.00	13,550	0.56							
ebruary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	10987.30	6,295	1.75							
ebruary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	259.92	1,083	0.24							
ebruary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	828.66	1,973	0.42							
ebruary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1264.90	973	1.30							
ebruary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2353.48	1,973	1.19							
ebruary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2519.28	3,499	0.72							
ebruary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53639.15	2,801	19.15							
abruary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	56158.43	3,499	16.05							
ebruary 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8389.75	4,535	1.85							
abruary 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7748.67	4,479	1.73							
abruary 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	68191.76	6,916	9.86							
abruary 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26127.54	6,311	4.14							
abruary 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46713.96	3,468	13.47							
ebruary 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15							
	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	14994.00	4,760	3.15							
abruary 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3992.58	3,246	1.23							
ebruary 2017 ebruary 2017			Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5612.12	1,622	3.46							
abruary 2017 abruary 2017	Pre-Ordering	PO-1-XML														
February 2017 February 2017 February 2017 February 2017 February 2017		PO-1-XML PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,489	3,095	80.42%							
ebruary 2017 ebruary 2017 ebruary 2017	Pre-Ordering			LNP Resale Aggregate W/O UNE-P-POTS	Diagnostic Diagnostic	N/A N/A	2,489	3,095	40.00%							
bruary 2017 bruary 2017 bruary 2017 bruary 2017 bruary 2017	Pre-Ordering Pre-Ordering	PO-2A	All Electronic LSRs	- ·												
ebruary 2017 ebruary 2017 ebruary 2017 ebruary 2017	Pre-Ordering Pre-Ordering Pre-Ordering	PO-2A PO-2A	All Electronic LSRs All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	28	70	40.00%							

Month	PID Category	PID	PID Title	Product Category	Standard					CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Scor
ebruary 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	430	432								
ebruary 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	24:17	1	24:17							
ebruary 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	221:22	153								
abruary 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	195	195								
abruary 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	359	359								
ebruary 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,202	2,202	100.00%							
ebruary 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	125	125	100.00%							
ebruary 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	196	199								
ebruary 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	488	488								
ebruary 2017	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	3	3	100.00%							
ebruary 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	3	3	100.00%							
ebruary 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	5	42		32.38%	4	75	5.33%	6 22.47%	-1.517484	4 -1.9225
anuary 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,726	1,729	99.83%							
anuary 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,648,903	1,648,903	100.00%							
anuary 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	22,187	22,187								
anuary 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,440	2,441	99.96%	2.02%	52,029	52,870	98.41%	12.51%	-5.983105	5 -4.637
anuary 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	22,112	22,112	100.00%							
anuary 2017	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	1	1	100.00%							
anuary 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,689,617	2,512,227	1.07							
anuary 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	5077.86	32,161	0.16							
anuary 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,060	30,060	100.00%							
anuary 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,060	30,060	100.00%							
anuary 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,060	30,060	100.00%							
anuary 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,900	42,900	100.00%							
anuary 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,820	41,820	100.00%							
anuary 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	22,320	22,320	100.00%							
anuary 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							
anuary 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
anuary 2017	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%	10	15	66.67%	6 47.14%	0.535415	5 -0.674
anuary 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	3	7	42.86%							
anuary 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	5	8	62.50%							
anuary 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	14	34	41.18%	49.22%	11	16	68.75%	6 46.35%	1.520626	6 -0.075
anuary 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	3	33.33%	47.14%	11	17	64.71%	6 47.79%	0.401952	2 -0.75
anuary 2017	Maintenance and Renair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	3	3	100.00%					-		
anuary 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	4	25.00%	43.30%	11	17	64.71%	6 47.79%	0.879837	7 -0.465
anuary 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Rusinges	Parity	N/A	. 2	9	22.22%	41.57%	396	694			1.758184	
anuary 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	23:35	5		2:46	55:29	14				
anuary 2017 anuary 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	28:01	7		2:12	7:47	1				-0.7122
lanuary 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	29:06	,	3:38	3:12	7:47	1	7:47			-
lanuary 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable		N/A	208:30	34	6:08	4:34	57:56	15				6 0.0643
lanuary 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1		Parity Parity	N/A	587:33	61	9:38	9:15		3,619				
	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2	Unbundled Loop Analog		N/A	25:35			7:58		3,619				
January 2017				Enhanced Extended Loops - DS1 Capable	Parity			3			69:20	15	4:37	5:14	0.742144	4 -0.5488
January 2017	Maintenance and Repair	MR-6E MR-6F	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	8:23	3	2:48	1:04	69:20	15	4:37	7 5:14		5 -0.8158
January 2017	Maintenance and Repair		Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity		19:47	4	4:57		00.00	10	4.01			
January 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	38:22	2		5:46	34763:23	931				
lanuary 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	5		40.00%	0	17				
anuary 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	7	14.29%	34.99%	0	1	0.00%		-1.150349	-1.6993
anuary 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	8	0.00%	0.00%	0	1	0.00%			
anuary 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	5	34		35.42%	0	17			1.18275	
anuary 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	4	61	6.56%	24.75%	539				-1.54433	
anuary 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	3	0.0010	0.00%	8	17	47.06%	6 49.91%	-1.505545	-1.9153
anuary 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	3	33.33%	47.14%						
anuary 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	4	0.00%	0.00%	8	17	47.06%	6 49.91%	-1.696557	
anuary 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	2	0.00%	0.00%	122	1,002	12.18%		-0.526042	
anuary 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	8	1,372	0.58%	7.61%	32	2,417			-1.917563	3 -2.165
anuary 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	70,552	0.00%		0	55,921	0.00%	2		
anuary 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	59	0.00%		4,182	323,898	1.29%	11.29%	-0.878408	-1.5340
anuary 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	216	0.00%		34	2,751	1.24%	11.05%	-1.583099	-1.962
anuary 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	7	2,161	0.32%	5.68%	1	950				
anuary 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	11	14,624	0.08%	2.74%	1	951	0.11%	3.24%	-0.275986	-1.167
anuary 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	38	4,697	0.81%	8.96%	33	2,455	1.34%	6 11.52%	-1.866037	7 -2.13
anuary 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	22	0.00%		34	2,744	1.24%	6 11.06%	-0.523278	B -1.31
anuary 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	63	23,630	0.27%	5.16%	5,046	482,053	1.05%	6 10.18%	-11.504931	1 -7.994
anuary 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	34,032	0.00%	0.02%						-2.988
anuary 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	13,063	0.00%	0.01%						-2.996
anuary 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	4	34,128	0.01%							
anuary 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	13,063	0.00%							
anuary 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	39	2	19.50							_
anuary 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	426	11		26.76						_
nuary 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00	0.00	256	2	128.00	135.76	-0.7698	8 -1.468
anuary 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	1.335	40		49.37	43.405	362				
anuary 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	5.000	11		49.79%	.5,400	002		.00.72	2.220710	
anuary 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	1	- 1	100.00%	0.00%	2	2	100.00%	6 0.00%		_
	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	23	40		49.43%	153	362			1.943134	4 0.181
nuary 2017	Ordering and Provisioning Ordering and Provisioning	OP-38	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	90.00%	3	3		43.4376	155	302	42.2770	48.4U%	1.043134	0.101
	Greating and Frovisioning	OP-3A OP-3D	Interval Zone 1 Areas	LIS Trunk		90.00% N/A	3	3	100.00%	0.00%		^	100.00%	6 0.00%		-
anuary 2017	Ordering and Provincening	OF-3D			Parity Benchmark	90.00%	152	161	94.41%	0.00%	2	2	100.00%	0.00%		-
anuary 2017 anuary 2017	Ordering and Provisioning	OP-2D							94,41%							
anuary 2017 anuary 2017 anuary 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded					07.000	444***			400.0	0.000	0.050=	0.01
anuary 2017 anuary 2017 anuary 2017 anuary 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	48	49		14.14%	1	1	100.00%	6 0.00%	-2.053749	9 -2.2485
anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning	OP-3D OP-3D	Interval Zone 1 Areas Interval Zone 1 Areas	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity Benchmark	N/A 90.00%		49 93	95.70%	14.14%	1	1	100.00%	0.00%	-2.053749	-2.248
anuary 2017 anuary 2017 anuary 2017 anuary 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	48			14.14%	1	1	100.00%	0.00%	-2.053749	-2.248

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator		LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
January 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%						
January 2017	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	6.00	9	3	3.00							
January 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	7	1	7.00	0.00						
January 2017	Ordering and Provisioning	OP-4D OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00 5.50	300 193	101	2.97							
January 2017 January 2017	Ordering and Provisioning Ordering and Provisioning	OP-4D OP-4D	Interval Zone 1 Areas Interval Zone 1 Areas	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Benchmark Benchmark	6.00	193	34 90	5.68 5.06							
January 2017 January 2017	Ordering and Provisioning Ordering and Provisioning	OP-4D OP-4E	Interval Zone 1 Areas Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	455	90	0.00							
January 2017 January 2017	Ordering and Provisioning Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	10	1	10.00	0.00						
January 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	24	. 8	3.00	0.00						
January 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	7	2	3.50							
January 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	7	7	100.00%	0.00%	2	2	100.00%	0.00%		
January 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	3	3	100.00%	0.00%	2	2	100.00%	0.00%		
January 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	175	178	98.31%	12.87%	1	1	100.00%	0.00%	-2.125804	-2.292397
January 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	49	51	96.08%	19.41%	2	2	100.00%	0.00%	-1.441328	-1.876265
January 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	94	96	97.92%	14.28%	1,812	1,968	92.07%	27.02%	-2.069425	-2.258121
January 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	3,535	3,559	99.33%							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6846.35	19,561	0.35							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15751.78	13,018	1.21							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22598.13	19,561	1.16							
January 2017	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3146.25	4,195	0.75							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3727.65	4,195	0.89							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	720.30	1,715	0.42							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1241.15	1,205	1.03							
January 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A N/A	1961.45	1,715	1.14							-
January 2017	Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	REQUEST RESPONSE	Diagnostic	N/A N/A	3223.08 8107.65	3,837 3,771	0.84							
January 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	RESPONSE TOTAL	Diagnostic Diagnostic	N/A N/A	8107.65 11330.73	3,771	2.15 2.95							-
January 2017 January 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A N/A	11330.73 8216.53	3,837 7,679	1.07							-
January 2017 January 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	8216.53 6486.00	7,679 5,640	1.07							-
January 2017 January 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14702.53	7,679	1.15							
January 2017 January 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2265.90	1.079	2.10							
January 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	655.05	1,191	0.55							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2920.95	1.079	2.71							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3686.58	6,827	0.54							
January 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7878.00	13.130	0.60							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11564.58	6,827	1.69							
January 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	264.75	1,059	0.25							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	817.54	1,994	0.41							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1237.11	959	1.29							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2319.40	1,994	1.16							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2293.41	3,423	0.67							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	51346.01	2,701	19.01							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	53639.42	3,423	15.67							
January 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8412.78	4,523	1.86							
January 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7614.30	4,479	1.70							
January 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67178.52	6,876	9.77							
January 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26253.76	6,311	4.16							
January 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47120.81	3,373	13.97							
January 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3863.25	765	5.05							
January 2017	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XMI	Pre-Order Response Times (Service Avail XML) Pre-Order Response Times (TN Reservation XMI)	XML Request/Response	Diagnostic	N/A N/A	15057.00 3895.20	4,780 3,246	3.15							
January 2017	Pre-Ordering Pre-Ordering				Diagnostic	N/A N/A		3,246 1.622								
January 2017	Pre-Ordering Pre-Ordering	PO-1-XML PO-2A	Pre-Order Response Times(Connecting Fac Assgn XML) All Electronic LSRs	XML Request/Response	Diagnostic	N/A	5612.12 2.555	3,173	3.46 80.52%							-
January 2017 January 2017	Pre-Ordering Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic Diagnostic	N/A	2,555	3,173	51.32%							
January 2017 January 2017	Pre-Ordering Pre-Ordering	PO-2A PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	466	555	51.32% 83.96%							
January 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,555	2,561	99.77%							
January 2017	Pre-Ordering Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2,555	2,561	100.00%							
January 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	466	470								
January 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	1:38	1	1:38							
January 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	165:50	169	0:59							
January 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	183	183	100.00%							
January 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	458	458	100.00%							
January 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,289	2,290	99.96%							
January 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	108	108	100.00%							
January 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	175	179	97.77%							
January 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	502	502	100.00%							
January 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	18	18	100.00%							
January 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	22	60	36.67%	48.19%	2	90	2.22%	14.74%	-14.020278	-9.523724
December 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,671	1,673	99.88%							
December 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,244,310	1,244,440	99.99%							
December 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	21,945	21,945	100.00%							
December 2016	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,286	2,287	99.96%	2.09%	60,711	61,511	98.70%	11.33%	-5.20913	-4.166926
December 2016	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	21,945	21,945	100.00%							\leftarrow
	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,466,468	3,229,169	1.07							\leftarrow
December 2016	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	4394.53	29,217	0.15							
	Electronic Gateway Availability	GA-1	Gateway Availability - LSR Gateway Availability - LSR	IMAGUI SIA	Diagnostic	N/A N/A	30,420 30,420	30,420 30,420	100.00%							\vdash
	Electronic Gateway Availability		Gateway Availability - LSR Gateway Availability - LSR	SIA XMI	Diagnostic	N/A N/A	30,420	30,420	100.00%							
December 2016 December 2016	Clastronia Cataura A 7-1-77				Diagnostic	n/A	30,420	30,420	100.00%							
December 2016 December 2016	Electronic Gateway Availability	GA-1		EDTA		NI/A	40 440	40 440	100.000							
December 2016 December 2016 December 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA PopoirGUII	Diagnostic	N/A	43,140	43,140	100.00%							
December 2016 December 2016 December 2016 December 2016		4		EBTA RepairGUI EXACT		N/A N/A	43,140 41,925 22,500	43,140 41,925 22,500	100.00% 100.00% 100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
December 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		48.10%	10	19	52.63%	49.93%	-0.581737	-1.353671
December 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
December 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	8	25.00%							
December 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	6	9								
December 2016		MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	18	49		48.21%	10	21		49.94%	0.589479	-0.641622
December 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	9	44.44%	49.69%	10	15		47.14%	0.642636	-0.609305
December 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%	0.00%		
December 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	6	6		0.00%	10	15		47.14%	-1.46385	-1.889958
December 2016	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	3	5		48.99%	356	616	0.11.070	49.39%	-0.099554	-1.060524
December 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%	2,250	4,491		50.00%	-0.997887	-1.606672
December 2016	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	20:53	1	20:53	0:00	28981:34	756		64:24	-0.270834	-1.164655
December 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	58:21	11	0110	4:34	79:00	16	4:56	4:02	0.133245	-0.918993
December 2016		MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	5:46	1	5:46	0:00						
December 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	56:16	8		3:24	12:46	1	12:46	0:00		
December 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	29:29	9	3:17	1:51	12:46	1	12:46	0:00		
December 2016	Maintenance and Repair	MR-6D MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A N/A	299:26 847:31	49	0.01	5:45 14:11	96:38	18	0.00	4:02	0.579873	-0.647462
December 2016	Maintenance and Repair	MR-6D MR-6E	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A	847:31 37:02	63			146070:21	3,670		84:50 3:20	-2.444271	-2.486011 -1.019814
December 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2		Parity			9		2:20	51:35	13			-0.032592	-1.019814
December 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk Unbundled Loop - DS1 Capable	Parity	N/A N/A	6:15 17:08	1	6:15	0:00 0:41	5:50 51:35	13	5:50 3:58	0:00	-0.675382	-1.410603
December 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	1	Parity			6						3:20		
December 2016	Maintenance and Repair	MR-6E MR-7B	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	26:24	8	3:18	0:44	29686:35	788		63:27	-1.524559	-1.926866
December 2016	Maintenance and Repair		Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	0.00%	0	1		0.00%	0.004470	4 50574
December 2016	Maintenance and Repair Maintenance and Repair	MR-7D MR-7D	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity	N/A N/A	1	11	9.09%	28.75% 0.00%	5	22	22.73%	41.91%	-0.881176	-1.535717
December 2016 December 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	Parity Parity	N/A N/A	0	1	0.00%	0.00%			0.00%	0.00%		
December 2016 December 2016	Maintenance and Repair Maintenance and Repair	MR-7D MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Panty	N/A	0	8		0.00%	0	1	0.00%	0.00%		
December 2016 December 2016	Maintenance and Repair Maintenance and Repair	MR-7D MR-7D	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1			N/A N/A	0	9	16.33%	0.00%	0	1 22	0.0070	0.00% 41.91%	-0.595146	-1.361823
December 2016 December 2016	Maintenance and Repair Maintenance and Repair	MR-7D MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity	N/A	8	63		36.96%	508	4 043		41.91%	-0.595146 -0.345461	-1.361823 -1.210025
December 2016 December 2016	Maintenance and Repair Maintenance and Repair	MR-7D MR-7E			Parity Parity	N/A N/A		63	33.33%	31.43% 47.14%	508	4,043		33.15% 24.94%	-0.345461 1.124338	-0.31645
December 2016 December 2016	Maintenance and Repair Maintenance and Repair	MR-7E MR-7F	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Panty	N/A	3	9	0.00%	47.14%	1	15		24.94%	1.124338	-0.316451
December 2016 December 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	Panty	N/A N/A	0	1	33.33%	0.00% 47.14%	0	1 15	0.0070	0.00% 24.94%	0.899435	-0.453182
December 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity	N/A	2	8		47.14%	98	15		24.94%	-1.023737	-0.453182 -1.622388
December 2016 December 2016		MR-7E	Trouble Rate	Enhanced Extended Loops - DS1 Capable		N/A	20	1.407	0.0010	11.84%	34	2.439		11.72%	-1.023737	-0.957481
December 2016	Maintenance and Repair Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity Parity	N/A	20			0.53%	34	2,439 56 233		0.42%	0.069937	-0.957481
December 2016 December 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	2	70,788		0.53%	4.121	326,985	0.0070	11.16%	-0.875039	-0.732782
December 2016	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING		N/A	- 0	211		6.87%	4,121	326,985		11.16%	-0.875039 -1.048065	-1.637178
December 2016	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity Parity	N/A	1	2.239	011110	5.97%	31	2,778		3.21%	-1.048065	0.24962
December 2016 December 2016	Maintenance and Repair Maintenance and Repair	MR-8	Trouble Rate			N/A	8	2,239		2.47%	1	968		3.21%	-0.39801	-1.241973
December 2016		MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	55	4,750		10.70%	36	2.480		11.96%	-0.39801	
December 2016	Maintenance and Repair Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable Unbundled Loop - XDSLi	Parity	N/A	55	4,750		10.70%	36	2,480		11.96%	-0.991252 -0.543495	-1.330422
December 2016 December 2016	Maintenance and Repair	MR-8	Trouble Rate		Parity Parity	N/A	71	23,967		5.43%	4,882	486,100		9.97%	-10.732325	-7.52479
December 2016 December 2016	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	Unbundled Loop Analog LIS Trunk		N/A	71	33,960			4,882	486,100	1.00%	9.97%	-10.732325	-2.927491
		NI-1A NI-1B	Trunk Blockage to CTL-Q Tandem Ofc Wi TGSR excl	LIS Trunk	Parity	N/A	8	13,087		0.25% 0.09%						-2.927491
December 2016 December 2016	Network Performance	NI-1B NI-1C	Trunk Blockage to CTL-Q End Ofc WI TGSR excl	LIS Trunk	Parity	N/A	12	13,087		0.09%						-2.9/441/
December 2016 December 2016		NI-1D	Trunk Blockage to CTL-Q Tandem Ofc W/o TGSR excl	LIS Trunk	Diagnostic Diagnostic	N/A	12	13.087	0.0010							
December 2016 December 2016	Network Performance	OP-15A				N/A	157	13,087	52.33							
December 2016 December 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	246	3		0.00						
December 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog	Parity	N/A	974	12		34.64	61.008	413	147.72	207.15	-1.0971	-1.66699
December 2016	Ordering and Provisioning	OP-15A OP-15B-RD	Pending Orders Delayed Fast Bue Bate Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	974	12		0.00%	61,006	413	147.72	207.15	-1.0971	-1.00098
December 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	0	12		37.27%	192	413	46.49%	49.88%	-2.041821	-2.241339
December 2016	Ordering and Provisioning	OP-38A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	90.00%	0	12	0.00%	31.2176	192	413	40.49%	49.00%	-2.041021	-2.241338
December 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	4	1	100.00%							
December 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	2	2		0.00%						
December 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	- 1	1	100.00%	0.0078						
December 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	121	123								
December 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	39	40		15.61%		4	25.00%	43.30%	-3.192795	-2.941081
December 2016 December 2016	Ordering and Provisioning Ordering and Provisioning	OP-3D OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Benchmark	90.00%	39	40		10.01%	- 1	4	25.00%	43.30%	-3.192/95	-2.541081
December 2016	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 1 Areas Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	35	40	80.00%							
December 2016	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas Interval Zone 2 Areas	LIS Trunk	Parity	90.00% N/A	2	2		0.00%	4	2	50.00%	50.00%	4	-1.607957
December 2016	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	- 2	- 2	100.00%	0.00%	1	2	50.00%	50.00%	-1	-1.00/95/
December 2016	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	90.00%	4	4	100.00%	0.00%						
December 2016	Ordering and Provisioning Ordering and Provisioning	OP-4A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	6.00	1	1	5.00							
December 2016	Ordering and Provisioning Ordering and Provisioning	OP-4A OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	1	5.00							
December 2016 December 2016	Ordering and Provisioning Ordering and Provisioning	OP-4D OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	340	1	3.43							
December 2016	Ordering and Provisioning Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Benchmark	5.50	113	23								
December 2016	Ordering and Provisioning Ordering and Provisioning	OP-4D OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Benchmark	6.00	173	23	4.91							
December 2016	Ordering and Provisioning Ordering and Provisioning	OP-4D OP-4F	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	1/4	41	4.24 5.00							
December 2016 December 2016	Ordering and Provisioning Ordering and Provisioning	OP-4E	Interval Zone 2 Areas Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	16	1	4.00							
December 2016	Ordering and Provisioning Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Benchmark	6.00	16	4	5.00							
December 2016 December 2016	Ordering and Provisioning Ordering and Provisioning	OP-4E OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	5	1	100.00%	0.00%	2	2	100.00%	0.00%		
December 2016	Ordering and Provisioning Ordering and Provisioning	OP-5A	New Service Installation Quality New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	4	4	100.00%	0.00%	3	3		50.00%	-0.894427	-1.543773
December 2016 December 2016	Ordering and Provisioning Ordering and Provisioning	OP-5A	New Service Installation Quality New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1	100.00%	0.00%	2	4	100.00%	0.00%	-u.os4427	-1.043//
December 2016	Ordering and Provisioning Ordering and Provisioning	OP-5A	New Service Installation Quality New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	135	135		0.00%	4	4	100.00%	0.00%		
December 2016	Ordering and Provisioning Ordering and Provisioning	OP-5A	New Service Installation Quality New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	N/A	135	135		0.00%	4	4	50.00%	50.00%	-1.919967	-2.167257
December 2016	Ordering and Provisioning Ordering and Provisioning	OP-5A	New Service Installation Quality New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	39	47		25.75%	1.904	2,022		23.44%	0.122746	-0.925376
December 2016	Ordering and Provisioning Ordering and Provisioning	OP-SA OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	3,574	3,580		23.13%	1,904	2,022	94.10%	23.44%	0.122/46	-0.8203/6
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	95.00% N/A	6544.66	19.249								
December 2016	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15825.84	19,249								
December 2016	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	15825.84	12,972								
December 2016	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3308.54	19,249								
			Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler)	TOTAL		N/A	3308.54	4,471								
	Pro-Ordorina															
December 2016	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic Diagnostic	N/A	701.22	1,798								

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	Parity Score
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1356.48	1,256	1.08							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2057.70	1,798	1.14							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3295.45	3,877	0.85							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8364.16	3,734	2.24							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11659.61	3,877	3.01							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8078.70	7,694	1.05							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14564.70	7,694	1.89							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2371.81	1,093	2.17							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	697.16	1,202	0.58							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3068.97	1,093	2.81							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3315.00	6,500	0.51							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7924.84	12,782	0.62							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11239.84	6,500	1.73							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	246.33	1,071	0.23							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	773.96	1,759	0.44							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1097.46	871	1.26							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2117.75	1.759	1.20							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2467.25	3.475	0.71							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	48167 14	2.558	18.83							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	50634.39	3.475	14.57							
December 2016	Pre-Ordering	PO-1-XMI	Pre-Order Response Times (Address Validation XMI.)	XML Request/Response	Diagnostic	N/A	8412 78	4 523	1.86							
December 2016	Pre-Ordering Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7300.77	4,479	1.63							-
December 2016 December 2016	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XMI	Pre-Order Response Times (Appt. Scheduler XML) Pre-Order Response Times (Facility Check XML)	XML Request/Response XML Request/Response		N/A N/A	66721.92	6,726	9.92							+
					Diagnostic	N/A N/A										-
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A N/A	26569.31	6,311	4.21							
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic		46040.56	3,368	13.67							-
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15							
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15372.00	4,880	3.15							
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3680.60	3,346	1.10							
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5266.12	1,522	3.46							
December 2016	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,248	2,827	79.52%							
December 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	32	72	44.44%							
December 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	428	527	81.21%							
December 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,248	2,260	99.47%							
December 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	32	32	100.00%							
December 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	428	428	100.00%							
December 2016	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	324:28	164	1:59							
December 2016	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	32	32	100.00%							
December 2016	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	429	429	100.00%							-
December 2016	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,066	2,066	100.00%							
December 2016	Pre-Ordering Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	13	13	100.00%							-
December 2016	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	182	184	98.91%							
December 2016	Pre-Ordering Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	469	469	100.00%							
December 2016	Pre-Ordering	PO-5D PO-9B	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	20	20	100.00%						-1 548915	5 -1.94167
	Pre-Ordering		Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	6	24	25.00%	43.30%	12	92	13.04%	33.68%	-1.548915	-1.94167
November 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,584	1,584	100.00%							
November 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,204,113	1,276,510	94.33%							
November 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	22,437	22,437	100.00%							
November 2016	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	3,365	3,367	99.94%	2.44%	57,013	57,752	98.72%	11.24%	-6.123633	-4.72290
November 2016	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	22,437	22,437	100.00%							
November 2016	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,224,472	2,968,433	1.09							
November 2016	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	8678.44	30,355	0.29							
November 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	29,520	100.00%							
November 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
November 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,520	29,520	100.00%							
November 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
November 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%							
November 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							_
November 2016	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	21,000	21,000	. 23.0070							_
November 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	10	30.00%	45.83%	0	16	50.00%	50.00%	0.590424	4 -0.6410
	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	3	10	100.00%	0.00%		10			0.380424	-0.04104
November 2016 November 2016	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 - ADSL COMPATIBLE	Diagnostic	N/A	1	15	46.67%	0.00%	1	1	100.00%	0.00%		+
November 2016 November 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			N/A N/A	/	15	46.67%							
		MR-5A MR-5A		Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A N/A	8			48.65%	10	18	55.56%	49.69%	-0.392678	B -1.23873
November 2016	Maintenance and Repair	MR-5A MR-5B	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity			26	61.54%		10					
November 2016	Maintenance and Repair		All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3	6	50.00%	50.00%	7	12	58.33%	49.30%	-0.159464	4 -1.09694
November 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	1	2	50.00%	50.00%						
November 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	2	50.00%							
November 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	3	100.00%	0.00%	7	12			-1.309307	
	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	3	33.33%	47.14%	413				0.046599	
November 2016	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	55:03	2	27:31	1:58	188009:45	3,859				
November 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	64:33	10	6:27	2:38	90:16	14	6:27	6:29	0.040117	7 -0.9756
November 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	0:58	1	0:58	0:00	2:43	1	2:43			
November 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	68:23	15	4:34	2:56	13:48	2	6:54	6:23	-0.486883	3 -1.2960
November 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	88:32	16	5:32	5:55	13:48	2	6:54	6:23	-0.285278	B -1.1734
November 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	141:00	26	5:25	4:23	93:27	15	6:14	6:19	-0.394391	1 -1.2397
November 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	907:49	78	11:38	10:43	212183:55	4,738				
November 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	24:21	6	4:03	2:02	51:21	10	5:08	4:13	-0.494711	1 -1.3007
November 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	4:27	2	2:13	2:32	31.21		0.00	4.10	334711	
November 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	7:08	2	3:34	1:04						_
	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	N/A N/A	7:08	2	2:59	1:04	51-21	10	5:08	4:13	-0 773562	2 -1 4702
		INIT-DE				N/A N/A	8:58 44:16	3	2:59 5:32	0:39	51:21 56737:46	1.004	0.00			
November 2016	manner and make	MD.6E	Moon Time to Poeters Interval Zene 2													
November 2016 November 2016	Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-6E MR-7A	Mean Time to Restore Interval Zone 2 Repair Repeat Rprt Rate-Disp w/I MSA	Unbundled Loop Analog Residence	Parity Parity	N/A	44.10	2	0.00%	0.00%	525	1,004				

Month November 2016	PID Category	PID MR-7D	PID Title Repair Repeat Report Rate-Zone 1	Product Category	Standard	Benchmark N/A	CLEC Numerator	CLEC Denominator	CLEC Result CL	.EC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result 0	CTL-Q Standard Deviation	Modified Z Score -1 188268	Parity Score
November 2016 November 2016	Maintenance and Repair Maintenance and Repair	MR-7D MR-7D	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity Parity	N/A N/A	1	10	0.00%	30.00%	6	19	31.58% 0.00%	46.48% 0.00%	-1.188268	-1./224
							0	1			0	1				
November 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	15	0.00%	0.00%	0	2	0.00%	0.00%		
November 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%	0	2	0.00%	0.00%	-1.22064	-1.7420
November 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	5	26	19.23%	39.41%	6	19	31.58%	46.48%	-0.88017	-1.53510
November 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	9	78	11.54%	31.95%	657	5,168	12.71%	33.31%	-0.309036	-1.1878
November 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	6	16.67%	37.27%	2	12	16.67%	37.27%	0	
November 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	2	0.00%	0.00%						
November 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%						
November 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%	2	12	16.67%	37.27%	-0.69282	-1.42120
November 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	8	0.00%	0.00%	125	1,072	11.66%	32.09%	-1.023789	-1.622
	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	16	1,452	1.10%	10.44%	28	2,479	1.13%	10.57%	-0.078916	-1.04797
November 2016	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	3	71,316	0.00%	0.65%	1	56,090	0.00%	0.42%	1.017141	-0.38162
November 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	2	60	3.33%	17.95%	5,258	329,875	1.59%	12.52%	0.680407	-0.5863
November 2016	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	211	0.00%		31	2,821	1.10%	10.43%	-1.47692	-1.89790
November 2016	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	15	2,269	0.66%	8.10%	2	980	0.20%	4.51%	2.649206	0.6106
November 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	18	14,887	0.12%	3.48%	2	981	0.20%	4.51%	-0.557985	-1.33923
November 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	29	4,788	0.61%	7.76%	30	2,518	1.19%	10.85%	-2.19301	-2.33325
November 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	22	0.00%		31	2,813	1.10%	10.44%	-0.493199	-1.29984
November 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	86	24,249	0.35%	5.94%	6,240	490,338	1.27%	11.21%	-12.448446	-8.5681
November 2016	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	2	2	100.00%	0.00%	3,202	4,109	77.93%	41.47%	-0.752493	-1.45748
November 2016	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	5	34,200	0.01%	0.10%						-2.9592
November 2016	Network Performance	NI-1B	Trunk Blockage to CTI -Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	13.111	0.00%	0.04%						-2 9897
November 2016	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	5	34.224	0.01%	2.5470						
November 2016	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	13.111	0.01%							
November 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	130	13,111	130.00							
November 2016 November 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		N/A	130	1 8	130.00	6.48						
		OP-15A OP-15A			Parity	N/A N/A		0		0.00	76.071	461	165.01	000.57	4 0000= 1	4 70
November 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity		760	10	76.00		76,071	461	165.01	230.89	-1.206094	-1.7332
November 2016	Ordering and Provisioning	01 100 110	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	8	25.00%	43.30%						
November 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	0	10	0.00%	0.00%	199	461	43.17%	49.53%	-2.726565	-2.65763
November 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1	100.00%							
November 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	6	6	100.00%							
November 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	157	171	91.81%							
November 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	29	39	74.36%	43.67%						
November 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	18	20	90.00%							
November 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1	100.00%							
November 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
November 2016	Ordering and Provisioning	OP-3F	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	0	3	0.00%	0.00%						
November 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	28	28	100.00%							
November 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Canable	Benchmark	6.00	5	1	5.00							
November 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	12		2.00							
November 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	476	127	3.75							
						5.50			6.52							
November 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	6.00	202	31								
November 2016	Ordering and Provisioning	01 40	Interval Zone 1 Areas	Unbundled Loop Analog	Donominan	0.00	59	15	3.93							
November 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	1	5.00							
	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	22	2	11.00							
November 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	70	14	5.00							
November 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	3	3	100.00%	0.00%		
November 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4	6	66.67%	47.14%	5	7	71.43%	45.18%	-0.405222	-1.2463
November 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	168	172	97.67%	15.07%	5	7	71.43%	45.18%	-1.506764	-1.9160
November 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	42	43	97.67%	15.07%						
November 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	48	48	100.00%	0.00%	1,975	2,124	92.98%	25.54%	-1.881818	-2.14406
November 2016	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	26	26	100.00%							
November 2016	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	10,072	10,074	99.98%							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6417.18	19,446	0.33							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15693.60	13.078	1.20							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22110.78	19 446	1.14							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3072.24	4.267	0.72							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3564.94	4,267	0.72							
November 2016	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	704.38	1,718	0.41							
	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1314 60	1,718	1.05							
		PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2018.98	1,252	1.05							
			rie-Qiuer Response Times (Facility Assignment)	IUIAL	Diagnostic			1,718	0.81							
November 2016 November 2016	Pre-Ordering		D. O. I. D	DECUECT	Diament II	B1/A										
November 2016 November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3083.67									
November 2016 November 2016 November 2016	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7957.00	3,650	2.18							
November 2016 November 2016 November 2016 November 2016	Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	RESPONSE TOTAL	Diagnostic Diagnostic	N/A N/A	7957.00 11040.67	3,650 3,807	2.18 2.90							
November 2016 November 2016 November 2016 November 2016 November 2016	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 (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR)	RESPONSE TOTAL REQUEST	Diagnostic Diagnostic Diagnostic	N/A N/A N/A	7957.00 11040.67 8012.59	3,650 3,807 7,351	2.18 2.90 1.09							
November 2016 November 2016 November 2016 November 2016 November 2016 November 2016	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR)	RESPONSE TOTAL REQUEST RESPONSE	Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A	7957.00 11040.67 8012.59 6542.40	3,650 3,807 7,351 5,640	2.18 2.90 1.09 1.16							
November 2016 November 2016 November 2016 November 2016 November 2016 November 2016 November 2016	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (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)	RESPONSE TOTAL REQUEST RESPONSE TOTAL	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A	7957.00 11040.67 8012.59 6542.40 14554.99	3,650 3,807 7,351 5,640 7,351	2.18 2.90 1.09 1.16 1.98							
November 2016 November 2016 November 2016 November 2016 November 2016 November 2016 November 2016	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR)	RESPONSE TOTAL REQUEST RESPONSE	Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A	7957.00 11040.67 8012.59 6542.40	3,650 3,807 7,351 5,640	2.18 2.90 1.09 1.16							
November 2016 November 2016 November 2016 November 2016 November 2016 November 2016 November 2016 November 2016 November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (GE CSR) Pre-Order Response Times (GE CSR) Pre-Order Response Times (GE CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A N/A N/A	7957.00 11040.67 8012.59 6542.40 14554.99 2284.37 603.72	3,650 3,807 7,351 5,640 7,351 1,093 1,161	2.18 2.90 1.09 1.16 1.98 2.09 0.52							
November 2016 November 2016 November 2016 November 2016 November 2016 November 2016 November 2016 November 2016 November 2016	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	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 (Mear Point Inquiry)	RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A	7957.00 11040.67 8012.59 6542.40 14554.99 2284.37	3,650 3,807 7,351 5,640 7,351 1,093	2.18 2.90 1.09 1.16 1.98 2.09							
November 2016 November 2016 November 2016 November 2016 November 2016 November 2016 November 2016 November 2016 November 2016 November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (GE CSR) Pre-Order Response Times (GE CSR) Pre-Order Response Times (GE CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A N/A N/A	7957.00 11040.67 8012.59 6542.40 14554.99 2284.37 603.72	3,650 3,807 7,351 5,640 7,351 1,093 1,161	2.18 2.90 1.09 1.16 1.98 2.09 0.52							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL	Diagnostic	N/A N/A N/A N/A N/A N/A N/A	7957.00 11040.67 8012.59 6542.40 14554.99 2284.37 603.72 2888.09	3,650 3,807 7,351 5,640 7,351 1,093	2.18 2.90 1.09 1.16 1.98 2.09 0.52 2.64 0.56							
November 2016	Pre-Ordering	PO-1-IMA GUI	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 (Med Point Inquiry)	RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST	Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A N/A	7957.00 11040.67 8012.59 6542.40 14554.99 2284.37 603.72 2888.09 3804.08	3,650 3,807 7,351 5,640 7,351 1,093 1,161 1,093 6,793	2.18 2.90 1.09 1.16 1.98 2.09 0.52 2.64							
November 2016	Pre-Ordering	PO-1-IMA GUI	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)	RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL	Diagnostic	N/A	7957.00 11040.67 8012.59 6542.40 14554.99 2284.37 603.72 2888.09 3804.08 7014.70	3,650 3,807 7,351 5,640 7,351 1,093 1,161 1,093 6,793 12,754 6,793	2.18 2.90 1.09 1.16 1.98 2.09 0.52 2.64 0.56 0.55 1.59							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	RESPONSE TOTAL REQUEST RESPONSE TOTAL REOUEST RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT	Diagnostic	N/A	7957.00 11040.67 8012.59 6542.40 14554.99 2284.37 603.72 2888.09 3804.08 7014.70 10818.78	3,650 3,807 7,351 5,640 7,351 1,093 1,161 1,093 6,793 12,754 6,793 1,075	2.18 2.90 1.09 1.16 1.98 2.09 0.52 2.64 0.56 0.55 1.59							
November 2016	Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (TR Reservation) Pre-Order Response Times (TR Reservation)	RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT REQUEST	Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	7957.00 11040.67 8012.59 6542.40 14554.99 2284.37 603.72 2888.09 3804.08 7014.70 10818.78 268.75	3,650 3,807 7,351 5,640 7,351 1,093 1,161 1,093 6,793 12,754 6,793 1,075	2.18 2.90 1.09 1.16 1.98 2.09 0.52 2.64 0.56 0.55 1.59 0.25							
November 2016	Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	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 (Met Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (The Reservation)	RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT RESPONSE	Diagnostic	N/A	7957.00 11040.67 8012.59 6542.40 14554.99 2284.37 603.72 2888.09 3804.08 7014.70 10818.78 288.75 731.05	3,650 3,807 7,351 5,640 7,351 1,093 1,161 1,093 6,793 12,754 6,793 1,075 1,860 980	2.18 2.90 1.09 1.16 1.98 2.09 0.52 2.64 0.56 0.55 1.59 0.25 0.39							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Text Reservation) Pre-Order Response Times (Time Reservation) Pre-Order Response Times (Time Reservation) Pre-Order Response Times (Time Reservation)	RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL	Diagnostic	N/A	7957.00 11040.67 8012.59 6542.40 14554.99 2284.37 603.72 2880.09 3904.08 7014.70 10818.78 288.75 731.05	3,650 3,807 7,351 5,640 7,361 1,093 1,161 1,093 12,754 6,793 1,075 1,860 980 1,860	2.18 2.90 1.09 1.16 1.98 2.09 0.52 2.64 0.56 0.55 1.59 0.25 0.39							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Tin Reservation)	RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST	Diagnostic	N/A	7957.00 11040.67 8012.59 6542.40 14554.99 2284.37 603.72 288.09 3804.08 7014.70 10818.78 288.75 731.05 1263.39 2263.19 2263.19 2263.19 2263.19 2263.19	3,650 3,807 7,351 1,093 1,161 1,093 6,793 12,754 6,793 1,075 1,860 990 1,860	2.18 2.90 1.09 1.16 1.98 2.09 0.52 2.64 0.56 0.55 1.59 0.25 0.39 1.29 1.22 0.66							
kövember 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Tentice Availability) Pre-Order Response Times (Tentice Availability) Pre-Order Response Times (Tentice Availability) Pre-Order Response Times (Times (Timeservation) Pre-Order Response Times (Timeservation) Pre-Order Response Times (Timeservation) Pre-Order Response Times (Time Reservation) Pre-Order Response Times (Time Reservation) Pre-Order Response Times (Time Reservation)	RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCUEST RESPONSE TOTAL ACCUEST RESPONSE TOTAL ACCUEST REQUEST RESPONSE TOTAL ACCUEST REQUEST REQUEST RESPONSE TOTAL REQUEST RESPONSE	Diagnostic	N/A	7957.00 11040.67 8012.59 6542.40 14554.90 2284.37 603.72 2888.09 300.08 7014.70 10818.78 288.75 731.05 1263.39 2263.19	3,650 3,807 7,361 5,640 7,351 1,033 1,161 1,033 12,764 6,793 1,075 1,860 980 1,860 3,494 2,787	2.18 2.90 1.09 1.16 1.98 2.09 0.52 2.64 0.56 0.55 1.59 0.25 0.39 1.29 1.22 0.66							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Tin Reservation)	RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST	Diagnostic	N/A	7957.00 11040.67 8012.59 6542.40 14554.99 2284.37 603.72 288.09 3804.08 7014.70 10818.78 288.75 731.05 1263.39 2263.19 2263.19 2263.19 2263.19 2263.19	3,650 3,807 7,351 1,093 1,161 1,093 6,793 12,754 6,793 1,075 1,860 990 1,860	2.18 2.90 1.09 1.16 1.98 2.09 0.52 2.64 0.56 0.55 1.59 0.25 0.39 1.29 1.22 0.66							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark N/A	CLEC Numerator CI	LEC Denominator	CLEC Result C	LEC Standard Deviation	C1L-Q Numerator	CTL-Q Denominator	CTL-Q Result	C1L-Q Standard Deviation	Modified Z Score	Parity 9
vember 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	1471	1000.00	.,	1.7 1							_
ember 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67806.72	6,976	9.72							
ember 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26168.94	6,321	4.14							_
mber 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47050.96	3,368	13.97							_
mber 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4011.35	785	5.11							
mber 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15917.40	4,780	3.33							
nber 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3775.20	3,146	1.20							_
mber 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5612.12	1,622	3.46							_
mber 2016	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,224	2,786	79.83%							
ember 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	53	92	57.61%							
ember 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	382	505	75.64%							
mber 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,224	2,235	99.51%							
mber 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	53	53	100.00%							
mber 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	382	382	100.00%							
mber 2016	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	238:11	182	1:19							
mber 2016	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	53	53	100.00%							
mber 2016	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	352	352	100.00%							
mber 2016	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,998	1,998	100.00%							
nber 2016	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	15	15	100.00%							_
mber 2016	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	208	210	99.05%							-
nber 2016	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	507	508	99.80%							-
nber 2016		PO-5B-(c)		LIS Trunk	Benchmark	85.00%	25	25	100.00%							_
	Pre-Ordering		FOCs provided for ASRs requesting LIS Trunks.			0010010										
ber 2016	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	23	46	50.00%	50.00%	4	76	5.26%	22.33%	-10.724782	
er 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,589	1,590	99.94%							
r 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,303,574	1,303,574	100.00%							
r 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	21,980	21,980	100.00%							
2016	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	3,152	3,157	99.84%	3.98%	61,352	62,168	98.69%	11.38%	-5.558625	
r 2016	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	21,980	21,980	100.00%					ĺ		
r 2016	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,218,985	3,054,395	1.05							
r 2016	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	5070.86	31,421	0.16							_
r 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29.880	29.880	100.00%							-
r 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR Gateway Availability - LSR	SIA	Diagnostic	N/A	29,880	29,880	100.00%							-
		GA-1		XML		N/A	29,880		100.00%							-
r 2016	Electronic Gateway Availability		Gateway Availability - LSR		Diagnostic			29,880								_
r 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840	100.00%							
2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,565	41,565	100.00%							
2016	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,600	21,600	100.00%							
2016	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
r 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	11	20	55.00%	49.75%	9	17	52.94%	49.91%	-0.125038	
r 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%							
r 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	18	22	81.82%							_
r 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	18	35	51.43%	49.98%	9	18	50.00%	50.00%	-0.098506	
r 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A		12	66.67%	47.14%	21	28	75.00%		0.177325	
r 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk		N/A	- 4	12	100.00%	0.00%	21	20	7 3.00 /6	40.0070	0.177323	
					Parity		1	1		0.00%						-
er 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	U	1	0.00%							
er 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	6	10	60.00%	48.99%	23	30			0.63075	
r 2016	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	5	18	27.78%	44.79%	366	774			1.411578	
er 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	116:37	20	5:50	7:58	80:25	12	6:42	4:36	-0.518774	
r 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	39:46	7	5:41	2:38						
r 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	79:11	22	3:36	4:21						
r 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	158:14	35	4:31	2:55	91:06	14	6:30	4:32	-1.387048	
r 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	574:04	64	8:58	7:14	177153:16	4.309	41:07	41:43	-6.117521	
2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	45:04	12	3:45	3:07	112:38	24	4:42	5:03	-0.525437	
r 2016	Maintenance and Repair	MR-6F	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	0:25	1	0:25	0:00		24		0.00	2.020107	1
2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	5:51	- 1	5:51	0:00						-
2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2			N/A	33:53	10		1:53	117:56	26	4:32	4:52	-0.632972	
		MR-6E MR-6E		Unbundled Loop - DS1 Capable	Parity	N/A N/A		1.0	3:23 8:10	1:53					-0.632972 -2.091659	
2016	Maintenance and Repair		Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity		32:39	4			56129:54	1,100				
2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	20	10.00%	30.00%	1	19	5.26%	22.33%	-0.049527	
r 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	7	42.86%	49.49%						
2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	23	8.70%	28.18%						
r 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%	1	19	0.0010		-0.581778	
2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	6	64	9.38%	29.15%	691	4,739			-1.172249	
r 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	12	8.33%	27.64%	8	30	26.67%	44.22%	-1.21376	
r 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%				ĺ		т
r 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%						
2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	10	20.00%	40.00%	R	30	26.67%	44.22%	-0.412861	
r 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	- 1	4	25.00%	43.30%	162	1.160	13.97%		0.116725	
r 2016	Maintenance and Repair	MR-7E MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	32	1,476	25.00%	43.30%	45	2,501	13.97%		0.116725	
							32								0.845157	-
2016	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	72,444	0.00%	0.37%	0	56,114	0.00%			
2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	59	0.00%		4,935	333,078	1.48%		-0.941889	
2016	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	209	0.00%		50	2,842			-1.867202	
2016	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	7	2,316	0.30%	5.49%	0	990	0.00%			
2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	23	15,118	0.15%	3.90%	0	991	0.00%			
er 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	45	4,880	0.92%	9.56%	48	2,536	1.89%	13.63%	-2.909708	
er 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	23	0.00%		49	2,837	1.73%		-0.633231	
r 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	68	24,594	0.28%	5.25%	5,884	494,466	1.19%		-12.894503	
r 2016	Network Performance	NI-1A	Trunk Blockage to CTI -Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	2	34 704	0.26%	0.05%	3,004	404,400	1.1976	10.0476	12.00%303	
r 2016 r 2016	Network Performance	NI-1A NI-1B	Trunk Blockage to CTL-Q Tandem Ofc WITGSR excl	LIS Trunk		N/A	2	13,111	0.01%	0.05%						-
					Parity		0			0.01%						-
r 2016	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	6	34,872	0.02%							
2016	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	13,111	0.00%							
r 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	128	2	64.00							
		OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	45	15	3.00	2.27	20	1	20.00	0.00		
2016	Ordering and Provisioning	OI -IJA			1 unity								20.00	0.00		

Month	PID Category	PID	PID Title	Product Category	Standard									CTL-Q Standard Deviation		
October 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	560	10		0.00	74,566	449			-1.501517	-1.91285
October 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	6	15		48.99%	1	1	100.00%	0.00%		
ctober 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	2	5		48.99%	1	1	100.00%	0.00%		
October 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	0	10		0.00%	197	449	43.88%	49.62%	-2.765347	-2.6812
October 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable LIS Trunk	Benchmark	90.00% N/A	3	4	75.00% 100.00%							_
October 2016 October 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas		Parity Benchmark	N/A 90.00%	203	210	100.00%	0.00%						-
October 2016 October 2016	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	90.00% N/A	203	210	92.31%	26.65%	2		75.00%	43.30%	-0.744208	-1.4524
October 2016 October 2016	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Benchmark	N/A 90.00%	67	26		26.65%	3	4	75.00%	43.30%	-0.744208	-1.4524
October 2016	Ordering and Provisioning	OP-3E	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	7	7	100.00%							_
October 2016 October 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	90.00% N/Δ	7	7	100.00%	0.00%						-
October 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	2	3		0.0076						
October 2016 October 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	90.00% N/A	2	5		48.99%						-
October 2016 October 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	7	7	100.00%	40.99%						-
October 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	,	1	5.00							
October 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	44	2		0.00						
October 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	428	158	2.71							_
October 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	109	22	4.95							_
October 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	312	62	5.03							_
October 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	2	1	2.00							
October 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	22	1	22.00	0.00						
October 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	7	2	3.50	0.00						
October 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	40	5	8.00							
October 2016 October 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	35	7	5.00							
October 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	10	10	100.00%	0.00%						
October 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	232	240		17 95%			100.00%	0.00%	-1 835781	-2 1160
October 2016 October 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	31	240	100.00%	0.00%	1		100.00%	0.00%	-1.030701	2.1100
October 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	78	78	100.00%	0.00%	2 195	2 331		23.44%	-2 162481	-2 3146
October 2016 October 2016	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	70	2		0.00%	2,190	2,331	. 04.1770	23.4470	-2.102401	2.5140
October 2016	Ordering and Provisioning	OP-8C	Number Portability Timeliness with Loop Coord	INP	Benchmark	95.00%	3 996	3 999	99.92%							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6537.96	19.812	0.33							
October 2016	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15899.28	12 822	1.24							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22437.24	19.812	1.13							_
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3104.69	4 253	0.73							_
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3614.84	4,253	0.75							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	701.92	1 712	0.60							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1387.80	1,285								
October 2016	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2089.72	1,712	1.22							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	3022.92	3,732	0.81							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8212.32	3,802	2.16							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11235.24	3,732								
October 2016	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8516.17	7.813	1.09							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640								
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	15002.17	7,813	1.92							
October 2016	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2258.88	1.086	2.08							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	618.51	1.167	0.53							
October 2016	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2877.39	1,086	2.65							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3769.36	6.731	0.56							
October 2016	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	6994.08	12.952	0.54							
October 2016	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	10763.44	6.731	1.60							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	250.47	1.089	0.23							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	730.36	1,922								
October 2016	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1285.70	989	1.30							
October 2016	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2266.53	1,922								
October 2016	Pre-Ordering		Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2251.84	3.632	0.62							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53180.40	2,730	19.48							
October 2016	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	55432.24	3,632	15.46							
October 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8412.78	4,523	1.86							
October 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7801.30	4,589	1.70							
October 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scriedulei XML)	XML Request/Response	Diagnostic	N/A	66903.48	6,876	9.73							
October 2016	Pre-Ordering	PO-1-XMI	Pre-Order Response Times (Get CSR XMI)	XML Request/Response	Diagnostic	N/A	26127.54	6.311	4 14							
October 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	48447.96	3,468	13.97							
October 2016	Pre-Ordering	PO-1-XMI	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4037.60	784	5.15							
October 2016 October 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Punit Inquity XML)	XML Request/Response	Diagnostic	N/A	16703.10	4,986	3.35							
October 2016	Pre-Ordering	PO-1-XIVIL	Pre-Order Response Times (Service Avail AML)	XMI Request/Response	Diagnostic	N/A	3895.20	3 246	1.20							_
October 2016 October 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	5612.12	1,622	3.46							
October 2016	Pre-Ordering	PO-1-AIVIL	All Electronic LSRs	I NP	Diagnostic	N/A	2 395	2 881	83 13%							
October 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2,393	105	38.10%							
October 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	600	726	82 64%							
October 2016 October 2016	Pre-Ordering	PO-2A PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2.395	2,403								
October 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2,383	2,403	100.00%							
October 2016 October 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	600	602	99.67%							_
October 2016	Pre-Ordering	PO-26	I SRs received via facsimile	Product Aggregate	Diagnostic	N/A	5:30	902	1:50							_
October 2016 October 2016	Pre-Ordering Pre-Ordering	PO-3C	Electronic LSRs Rejected Manually	Product Aggregate Product Aggregate	Diagnostic	N/A N/A	250:49	151	1:40							-
October 2016 October 2016	Pre-Ordering Pre-Ordering	PO-3X PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	250:49	151	100.00%							-
October 2016 October 2016	Pre-Ordering Pre-Ordering	PO-5A-(a) PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	577	577	100.00%							-
October 2016 October 2016	Pre-Ordering Pre-Ordering	PO-5A-(b) PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	I NP	Benchmark	95.00%	2,215	2,215	100.00%							
	Pre-Ordering Pre-Ordering	PO-5A-(c) PO-5B-(a)	FOCs on Time for Fully Electronic LSRs FOCs on Time for Electronic/Manual LSRs	LITT		95.00%	2,215	2,215	100.00%							_
October 2016 October 2016		PO-5B-(a) PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark Benchmark	90.00%	17	17	100.00% 99.13%							-
	Pre-Ordering		FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs		90.00%	227 440		99.13%							-
				II INE	Benchmark	90.00%	440	440	100.00%							
October 2016 October 2016 October 2016	Pre-Ordering Pre-Ordering	PO-5B-(c) PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	INP	Benchmark	90.00%			100.00%							

Month	PID Category	PID PO-9B	PID Title	Product Category		Benchmark N/A	CLEC Numerator	CLEC Denominator		LEC Standard Deviation (CTL-Q Numerator CTI	Q Denominator				
ctober 2016	Pre-Ordering		Unbundled Loops	Unbundled Loops and Number Portability	Parity	1471	10	40	39.58%	48.90%	5	98	5.10%	22.00%	-8.894886	-6.4077
eptember 2016	Billing	BI-2 BI-3A	Invoices Delivered within 10 Days	All	Parity by Design	N/A N/A	1,612	1,615	99.81%							
eptember 2016			Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic		1,314,952	1,314,996	100.00%							
	Billing	BI-3B BI-4A	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A N/A	21,340 3.382	21,340	100.00%		64.408			11.50%	-6.174842	
eptember 2016	Billing		UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity			3,385	99.91%	2.98%	64,408	65,283	98.66%	11.50%	-6.174842	-4.754
	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation All	Diagnostic	N/A N/A	21,340	21,340	100.00%							
eptember 2016 eptember 2016	Collocation Database Updates	CP-2C DB-1B	Collocations with Intervals Longer than 120 Days	LIDB	Diagnostic Diagnostic	N/A N/A	3.604.684	3.454.854	100.00%							
September 2016 September 2016	Database Updates Database Updates	DB-1B DB-1C-1	ΔII	Directory Listing		N/A	5866.37	3,454,854	0.16							
September 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic Diagnostic	N/A	29.520	29.520	100.00%							
September 2016		GA-1	Gateway Availability - LSR Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,520	29,520	100.00%							
September 2016	Electronic Gateway Availability	GA-3	Gateway Availability - LSK Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
September 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RenairGUI	Diagnostic	N/A	40,740	40,740	100.00%							
September 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							
September 2016	Electronic Gateway Availability	GA-4	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	21,900	21,900	100.00%							
September 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0		40.00%	48.99%	-	13	38.46%	48.65%	-0.060093	-1.036
	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	4	5	100.00%	0.00%	3	13	30.40%	40.03%	-0.060093	-1.030
September 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%	0.00%						
	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	9	16	56.25%							
September 2016	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%		16	50.00%	50.00%	-1.296705	-1.788
September 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable		N/A	29	42	80.00%	40.23%	14	23	60.87%	48.80%	-0.794396	-1.700
September 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity Diagnostic	N/A	4	5	100.00%	40.00%	14	23	00.07%	40.00%	-0.794390	-1.402
	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded		N/A	- 1	1	100.00%							
September 2016 September 2016	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 - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Diagnostic Parity	N/A N/A	1	1	100.00%	0.00%	14	22	63.64%	48.10%	-1.023533	-1.622
September 2016 September 2016	Maintenance and Repair Maintenance and Repair	MR-5B MR-5X	All I roubles Cleared w/i 4 Hours-Zone 2 Out of Service cleared w/i 24 hours	Unbundled Loop - DS1 Capable Business		N/A N/A	2	2	100.00%	0.00% 48.99%	308	607	50.74%	48.10%	-1.023533 -0.41241	-1.622
September 2016 September 2016	Maintenance and Repair Maintenance and Repair	MR-6D	Out of Service cleared w/i 24 hours Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity Parity	N/A N/A	22:45	5	4:33	48.99% 2:52	308 74:41	12	6:13	49.99% 5:24	-0.41241	-1.250 -1.353
	Maintenance and Repair Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A N/A	22:45	5	4:33 3:04	2:52 0:00	74:41	12	0:13	5:24	-U.581835	-1.35
September 2016		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	4	59:19	0:00		
September 2016 September 2016	Maintenance and Repair Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	113:01	12	2:53 7:04	7:31	59:19	1	59:19	0:00	\rightarrow	
September 2016 September 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	N/A	113:01	16	4:02	7:31	83:26	14	59:19	4:58	-1.262701	-1.767
	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	-1.262701	-1.767
September 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	34:34	52	6:55	9:45	85:56	3,179	4:06	3:06	0.896473	-0.454
	Maintenance and Repair	MR-6F	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1:38	5	1:38	0:00	00.00	21	4.06	3.00	0.090473	-0.454
September 2016 September 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-6E	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	-1.444
	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DST Capable Unbundled Loop Analog	Parity	N/A	79:01	2	9:53	8:07	31211:48	729	42:49	40:17	-2.300119	-2.398
September 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	79.01	0	0.00%	0.00%	31211.40	17	29.41%	45.56%	-1.268798	-1.771
	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	5	0.00%	0.00%	3	17	29.41%	43.30%	-1.200790	-1.771
	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	12	0.00%	0.00%	0	4	0.00%	0.00%		
September 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded		N/A	0	16	0.00%	0.00%	0	1	0.00%	0.00%		
September 2016 September 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity Parity	N/A	0	42	9.52%	29.35%	- 0	17	29.41%	45.56%	-1.518401	-1.923
September 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DST Capable Unbundled Loop Analog	Parity	N/A	4	52	15.38%	36.08%	413	3.480	11.87%	32.34%	0.597587	-0.636
	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	52	20.00%	40.00%	413	3,460	17.39%	37.90%	-0.405979	-1.246
	Maintenance and Repair	MR-7F	Renair Repeat Report Rate-Zone 2	LINBUNDI ED LOOP - ADSL COMPATIBLE	Parity	N/A	0	5	0.00%	0.00%	4	23	17.39%	37.90%	-0.405979	-1.240
September 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%						
September 2016 September 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	0	1	0.00%	0.00%		23	17.39%	37 90%	-0.622389	-1 378
September 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	- 4	2	12.50%	33.07%	99	775	12.77%	33.38%	-0.022309	-1.014
	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable		N/A	10	1 522	0.66%	8.08%	36	2 529	1.42%	11.85%	-0.023114	-2 212
September 2016	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity Parity	N/A	10	72.722	0.00%	0.37%	30	58.274	0.00%	0.41%	-0.14803	-1.089
	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A N/A	1	12,122	0.00%	0.37%	3 532	336 819	1.05%	10.41%	-0.14803	-1.089
September 2016 September 2016		MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	209	0.00%		3,532	2,873	1.05%	11.72%	-0.810507	-1.492
	Maintenance and Repair Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE		N/A N/A	13	209	0.00%	7.32%	40	2,873	0.10%	3 16%	3 681361	1.238
September 2016 September 2016	Maintenance and Repair Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	13	15.350	0.54%	7.32%	- 1	998	0.10%	3.16%	0.103134	-0.937
September 2016 September 2016	Maintenance and Repair	MR-8	Trouble Rate		Parity	N/A N/A	17	15,350	0.11%	9.37%	38	2 564	1.48%	12.08%	-2 027686	-2.232
p		MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	44	4,965	0.89%	9.37%	40	2,564	1.48%	12.08%	-2.027686	-2.232
September 2016	Maintenance and Repair Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi Unbundled Loop Analog	Parity	N/A N/A	60	24.973	0.00%	4.90%	4,255	2,869 499,173	1.39%	9.19%	-0.567994 -10.268987	-1.345 -7.243
September 2016 September 2016	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity Parity	N/A	60	24,973 34,560	0.24%	4.90% 0.13%	4,200	489,173	0.00%	9.19%	-10.200987	-7.243
September 2016 September 2016	Network Performance	NI-1A NI-1B	Trunk Blockage to CTL-Q Tandem Ofc WITGSR excl	LIS Trunk		N/A N/A	9	13 039	0.03%	0.13%				\longrightarrow	\rightarrow	-2.923
September 2016 September 2016	Network Performance	NI-1B NI-1C	Trunk Blockage to CTL-Q End Ofc WI TGSR excl	LIS Trunk	Parity Diagnostic	N/A N/A	14	34,776	0.00%	0.03%				\longrightarrow	\rightarrow	-2.989
	Network Performance Network Performance	NI-1C NI-1D	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic Diagnostic	N/A N/A	14	13,039	0.04%					\rightarrow		
September 2016 September 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	89	13,039	89.00					\rightarrow	\rightarrow	
September 2016 September 2016	Ordering and Provisioning Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	128	1	32.00	0.00				\rightarrow	\rightarrow	
September 2016 September 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	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog	Panty	N/A N/A	128	4	32.00	0.00 5.26	74,416	486	153.12	215.97	-1.991754	-2.2
September 2016 September 2016	Ordering and Provisioning Ordering and Provisioning	OP-15A OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	419	13	100.00%	0.00%	74,410	460	100.12	210.97	-1.881/54	-2.2
September 2016 September 2016	Ordering and Provisioning Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog	Panty	N/A N/A	4 0	13	0.00%	0.00%	178	486	36.63%	48.18%	-2.705043	-2.644
September 2016 September 2016	Ordering and Provisioning Ordering and Provisioning	OP-15B-RD	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	90.00%	0	13	100.00%	0.00%	1/0	480	30.03%	40.10%	-2.700043	-2.044
September 2016 September 2016	Ordering and Provisioning Ordering and Provisioning	OP-3B OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	90.00% N/A	3	3	100.00%	0.00%	2	2	100.00%	0.00%	\rightarrow	
	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	2	3	100.00%	0.00%	4	2	100.00%	0.00%		
	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	181	190	95.26%					\rightarrow	\rightarrow	
September 2016	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	90.00% N/A	38	190	88.37%	32.06%	1	4	100.00%	0.00%	-1.207414	-1.734
September 2016 September 2016	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Benchmark	90.00%	18	43	75.00%	32.00%	- '	1	100.00%	0.00%	-1.207414	-1./34
September 2016 September 2016	Ordering and Provisioning Ordering and Provisioning	OP-3D OP-3E	Interval Zone 1 Areas Interval Zone 2 Areas	Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable	Benchmark Benchmark	90.00%	18	24	75.00% 50.00%					\rightarrow		
September 2016 September 2016	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk		90.00% N/A	4	8	100.00%	0.00%	2	2	100.00%	0.00%		
September 2016 September 2016		OP-3E OP-3E	Interval Zone 2 Areas Interval Zone 2 Areas		Parity Benchmark	N/A 90.00%	2	2	100.00%	0.00%	3	3	100.00%	0.00%		
September 2016 September 2016	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded	Benchmark Benchmark	90.00%	35	35	100.00%							
September 2016 September 2016		OP-3E	Interval Zone 2 Areas Interval Zone 2 Areas		Benchmark Parity	90.00% N/A	35	35	100.00%	0.00%	4	2	33.33%	47.14%	-2.088932	-2.26
	Ordering and Provisioning Ordering and Provisioning	OP-3E OP-4B	Interval Zone 2 Areas Dispatches outside MSAs	Unbundled Loop - DS1 Capable Sub-Loop Unbundling	Panty Benchmark	N/A 6.00	8	8	100.00%	0.00%	1	3	33.33%	47.14%	-2.088932	-2.26
September 2016 September 2016	Ordering and Provisioning Ordering and Provisioning	OP-4B	Dispatches outside MSAs Interval Zone 1 Areas	Sub-Loop Unbundling LIS Trunk	Parity Parity	6.00 N/A	3	1	8.00	0.00	22		22.00	0.00		
	Ordering and Provisioning Ordering and Provisioning	OP-4D OP-4D	Interval Zone 1 Areas	LIS Trunk LINBLINDLED LOOP - ADSL COMPATIBLE	Panty Benchmark	N/A 6.00	8	1	3.00	0.00	22	1	22.00	0.00		
	Ordering and Frovisioning					6.00	342	122	2.80							
	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark											

Month	PID Category	PID	PID Title	Product Category	Standard			CLEC Denominator		LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
September 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	134	25	5.36							
September 2016	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							
	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	143	33	4.33							
September 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	40	8	5.00							
	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	7	7	100.00%	0.00%	6	7	85.71%		-0.763763	-1.464335
	Ordering and Provisioning	OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%	0.00%	4	4	100.0070			
	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	3	100.00%	0.00%	5	5	100.00%			
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	225	231	97.40%	15.91%	5	5	100.00%	0.00%	-1.16603	-1.708896
	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	43	51	84.31%	36.37%	4	4	100.00%		-0.057635	
	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	25	25	100.00%	0.00%	2,353	2,515	93.56%	24.55%	-1.305475	-1.793673
	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	3,611	3,611	100.00%							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6662.98	19,597	0.34							
September 2016	Pre-Ordering	PO-1-IMA GUI	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	Diagnostic	N/A	22425.65	19,597	1.14							
September 2016		PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3261.00	4,348	0.75							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3769.95	4,348	0.87							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	780.45	1,815	0.43							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1345.68	1,246	1.08							
September 2016		PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2126.13	1,815	1.17							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3350.85	3,765	0.89							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7659.08	3,718	2.06							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11009.93	3,765	2.92							
September 2016	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8026.79	7,793	1.03							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6894.81	5,893	1.17							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14921.60	7,793	1.91							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2329.02	1,026	2.27							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	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	Diagnostic	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-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1138.32	918	1.24							
September 2016				TOTAL	Diagnostic	N/A	2140.98	1.899	1.13							
September 2016		PO-1-IMA GUI	Pre-Order Response Times (TVT teach Valid)	REQUEST	Diagnostic	N/A	2578.01	3.631	0.71							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53737.32	2,812	19.11							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	56315.33	3.631	15.51							
September 2016		PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8597.50	4,525	1.90							
September 2016		PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	7777.38	4,602	1.69							
September 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response		N/A	67038.84	6,897	9.72							
September 2016 September 2016	Pre-Ordering Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response XML Request/Response	Diagnostic Diagnostic	N/A	26711.25	6,897	4.19							
September 2016		PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47873.10	3,586	13.35							
September 2016		PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3959.20	784	5.05							
September 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15150.72	4,856	3.12							
September 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3940.97	3,257	1.21							
September 2016	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							
September 2016		PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,571	3,080	83.47%							
September 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	42	89	47.19%							
September 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	410	506	81.03%							
September 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,571	2,584	99.50%							
September 2016	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	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	410	410	100.00%							
September 2016	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	2:07	2	1:03							
September 2016	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	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	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	368	368	100.00%							
September 2016	Pre-Ordering	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	Diagnostic	N/A	1,339,171	1,341,910	99.80%							
August 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	14,214	14,214	100.00%							
August 2016	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	4,296	4,299	99.93%	2.64%	63,900	64,536	99.01%	9.88%	-5.885216	-4.577957
August 2016	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	14,214	14,214	100.00%							
August 2016	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,278,833	3,123,237	1.05							
August 2016	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	5951.98	37,984	0.16							
August 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
August 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
August 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
August 2016 August 2016	Electronic Gateway Availability	GA-3	Gateway Availability - LSK Gateway Availability - Repair	FBTA	Diagnostic	N/A	43 200	43 200	100.00%							
August 2016 August 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	43,200	43,200	100.00%							
August 2016 August 2016	Electronic Gateway Availability Electronic Gateway Availability	GA-4	System Availability - Repair System Availability - ASR	EXACT	Diagnostic	N/A	42,180 22,860	42,180 22.860	100.00%							
	Electronic Gateway Availability Electronic Gateway Availability	GA-4 GA-7		ALL		N/A N/A	22,860	22,860	100.00%							
August 2016			Timely Outage Resolution after Software Releases		Diagnostic		0	0	70.00**	45			70	41.500	0.00	1000
August 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7	10	70.00%	45.83%	8	11	72.73%	44.54%	-0.338972	-1.20608
August 2016	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 - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded	Diagnostic Diagnostic	N/A N/A	3	5 21	60.00% 66.67%							
August 2016	Maintenance and Repair	MR-5A														

August 2016 August 2016	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator	CLEC Denominator			CTL-Q Numerator	CTL-Q Denominator		L-Q Standard Deviation 1		
ugust 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	24	37	64.86%	47.74%	9	12	75.00%	43.30%	0.274423	-0.8331
J	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	5		40.00%	9	15	60.00%	48.99%	1.029158	-0.3743
igust 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	1	100.00%							
gust 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	2	0.00%							
gust 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	6	50.00%	50.00%	9	15	60.00%	48.99%	-0.058236	-1.0354
gust 2016	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	5	11	40.4070	49.79%	310	610	50.82%	49.99%	0.049574	-0.9698
gust 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%	1,916	4,112	46.60%	49.88%	-1.070448	-1.6507
gust 2016	Maintenance and Repair	MR-6A	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	-1.3099
igust 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	30:53	10	3:05	3:03	29:07	9	3:14	2:49	-0.113153	-1.0687
gust 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	63:35	5	12:43	19:13	2:50	1	2:50	0:00		
gust 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	114:45	21	5:28	6:54	2:50	1	2:50	0:00		
ugust 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	147:29	37	3:59	5:32	29:07	9	3:14	2:49	0.077784	-0.9527
ugust 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	-4.359
gust 2016	Maintenance and Repair	MR-6E	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	-0.889
gust 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3:32	1	3:32	0:00						
gust 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						
gust 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	-1.296
gust 2016	Maintenance and Repair	MR-6E	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	-2.255
gust 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%		
gust 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	-0.842
gust 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	5		0.00%	0	1	0.00%	0.00%		
gust 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	-2.027
gust 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	-0.854
gust 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	-1.89
ust 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	5	0.0010	0.00%	1	15	6.67%	24.94%	-0.517549	-1.31
just 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%						
just 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%						
gust 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	-1.33
gust 2016	Maintenance and Repair	MR-7E	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	-1.48
gust 2016	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	15	1,568	0.96%	9.73%	26	2,550	1.02%	10.05%	-0.195334	-1.11
gust 2016	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	73,274	0.00%		3	58,298	0.01%	0.72%	-1.292603	-1.78
ust 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	63	0.00%		3,706	340,742	1.09%	10.37%	-0.832233	-1.50
gust 2016	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	1	209	0.48%	6.90%	28	2,897	0.97%	9.78%	-0.696488	-1.42
ust 2016	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	6	2,471	0.24%	4.92%	1	1,006	0.10%	3.15%	1.216849	-0.26
ust 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	23	15,572	0.15%	3.84%	1	1,007	0.10%	3.15%	0.472551	-0.7
ust 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	43	5.024	0.86%	9.21%	27	2.583	1.05%	10.17%	-0.769188	-1.46
ust 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	24	0.00%		28	2,893	0.97%	9.79%	-0.482312	-1.29
oust 2016	Maintenance and Renair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	66	25.367	0.26%	5.09%	4 457	504 679	0.88%	9.36%	-10.347957	-7.29
just 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%	1,141					-2.94
gust 2016	Network Performance	NI-1B	Trunk Blockage to CTL-Q Fnd Ofc wi TGSR excl	LIS Trunk	Parity	N/A		13.063	0.00%	0.02%						-2.99
gust 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%	0.0270						2.00
ugust 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							
	Ordering and Devisioning					NI/A			00.00	72.04						
igust 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	70 420	452	455.45	244.04	2 772750	2.000
gust 2016	Ordering and Provisioning	OP-15A OP-15A	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog	Parity Parity	N/A	968 169	10 17	9.94	5.15	70,130	452	155.15	211.91	-2.773758	-2.68
gust 2016 gust 2016	Ordering and Provisioning Ordering and Provisioning	OP-15A OP-15A OP-15B-RD	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop - 2 Wire Non-Loaded	Parity Parity Parity	N/A N/A	968 169 10	10 17 10	9.94 100.00%	5.15 0.00%						
gust 2016 gust 2016 gust 2016	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning	OP-15A OP-15A OP-15B-RD OP-15B-RD	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog	Parity Parity Parity Parity	N/A N/A N/A	968 169	10 17	9.94 100.00% 23.53%	5.15 0.00% 42.42%	171	452	37.83%	48.50%	-1.193726	-1.72
gust 2016 gust 2016 gust 2016 gust 2016	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning	OP-15A OP-15A OP-15B-RD OP-15B-RD OP-3C	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Residence	Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A	968 169 10 4	10 17 10 17 1	9.94 100.00% 23.53% 100.00%	5.15 0.00%						
ust 2016 ust 2016 ust 2016 ust 2016 ust 2016	Ordering and Provisioning	OP-15A OP-15A OP-15B-RD OP-15B-RD OP-3C OP-3D	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Residence Enhanced Extended Loops - DS1 Capable	Parity Parity Parity Parity Parity Parity Benchmark	N/A N/A N/A N/A N/A 90.00%	968 169 10	10 17 10	9.94 100.00% 23.53% 100.00% 100.00%	5.15 0.00% 42.42% 0.00%	171	452	37.83% 99.78%	48.50% 4.73%	-1.193726	-1.7
gust 2016 gust 2016 gust 2016 gust 2016 gust 2016 gust 2016	Ordering and Provisioning	OP-15A OP-15A OP-15B-RD OP-15B-RD OP-3C OP-3D OP-3D	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Scilities Pending Orders Delayed for Scilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop 2 Wire Non-Loaded Unbundled Loop 2 Wire Non-Loaded Unbundled Loop Analog Residence Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity Parity Parity Parity Parity Parity Benchmark Parity	N/A N/A N/A N/A N/A 90.00%	968 169 10 4 1 2	10 17 10 17 17 1 2	9.94 100.00% 23.53% 100.00% 100.00%	5.15 0.00% 42.42%	171	452	37.83%	48.50%	-1.193726	-1.72
gust 2016 gust 2016 gust 2016 gust 2016 gust 2016 gust 2016 gust 2016 gust 2016	Ordering and Provisioning	OP-15A OP-15A OP-15B-RD OP-15B-RD OP-3C OP-3D OP-3D OP-3D	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Residence Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded	Parity Parity Parity Parity Parity Benchmark Parity Benchmark	N/A N/A N/A N/A 90.00% N/A 90.00%	968 169 10 4 1 2 2 2 224	10 17 10 17 1 1 2 2 229	9.94 100.00% 23.53% 100.00% 100.00% 100.00% 97.82%	5.15 0.00% 42.42% 0.00%	171	452	37.83% 99.78% 100.00%	48.50% 4.73% 0.00%	-1.193726 -0.047422	-1.72 -1.02
just 2016 just 2016 just 2016 just 2016 just 2016 just 2016 just 2016 just 2016	Ordering and Provisioning	OP-15A OP-15B-RD OP-15B-RD OP-3D OP-3D OP-3D OP-3D OP-3D	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Earlities Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Residence Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity Parity Parity Parity Parity Parity Parity Benchmark Parity Benchmark Parity	N/A N/A N/A N/A 90.00% N/A 90.00%	968 169 10 4 1 2 2 224 57	10 17 10 17 1 1 2 2 229 63	9.94 100.00% 23.53% 100.00% 100.00% 100.00% 97.82% 90.48%	5.15 0.00% 42.42% 0.00%	171	452	37.83% 99.78%	48.50% 4.73%	-1.193726	-1.72 -1.02
ust 2016 ust 2016 ust 2016 ust 2016 ust 2016 ust 2016 ust 2016 ust 2016 ust 2016 ust 2016	Ordering and Provisioning Ordering and Provisioning	OP-15A OP-15A OP-15B-RD OP-15B-RD OP-3C OP-3D OP-3D OP-3D OP-3D OP-3D OP-3D OP-3D	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas	Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop Analog Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop Analog Residence Enhanced Extended Loops - DS1 Capable LIST Tunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - DS1 Capable Unbunded Loop - DS1 Capable	Parity Parity Parity Parity Parity Parity Benchmark Parity Benchmark Parity Benchmark Parity Benchmark	N/A N/A N/A N/A 90.00% N/A 90.00% N/A 90.00%	968 169 10 4 1 2 2 2 224	10 17 10 17 1 1 2 2 229	9.94 100.00% 23.53% 100.00% 100.00% 100.00% 97.82% 90.48% 98.28%	5.15 0.00% 42.42% 0.00%	171	452	37.83% 99.78% 100.00%	48.50% 4.73% 0.00%	-1.193726 -0.047422	-1.7 -1.0
ust 2016	Ordering and Provisioning	OP-15A OP-15A OP-15B-RD OP-15B-RD OP-3C OP-3D OP-3D OP-3D OP-3D OP-3D OP-3D OP-3D OP-3D OP-3B	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Residence Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 10 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable	Parity Parity Parity Parity Parity Parity Parity Benchmark Parity Benchmark Parity Benchmark Benchmark Benchmark	N/A N/A N/A N/A 90.00% N/A 90.00% N/A 90.00%	968 169 10 4 1 2 2 224 57	10 17 10 17 1 1 2 2 229 63	9.94 100.00% 23.53% 100.00% 100.00% 100.00% 97.82% 90.48% 98.28% 100.00%	5.15 0.00% 42.42% 0.00% 0.00%	171 1,333 2 1	452 1,336 2	37.83% 99.78% 100.00%	48.50% 4.73% 0.00% 0.00%	-1.193726 -0.047422	-1.7 -1.0
just 2016 gust 2016	Ordering and Provisioning	OP-15A OP-15B-RD OP-15B-RD OP-15B-RD OP-3C OP-3D	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Schließe Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas	Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop Analog Residence Enhanced Extended Loops - DS1 Capable LIS Trunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - DS1 Capable LIS Trunk	Parity Parity Parity Parity Parity Parity Benchmark Parity Benchmark Parity Benchmark Parity Benchmark Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A 90.00% N/A 90.00% N/A 90.00% N/A 90.00% N/A	968 169 10 4 1 2 2 224 57	10 17 10 17 1 1 2 2 229 63	9.94 100.00% 23.53% 100.00% 100.00% 100.00% 97.82% 90.48% 98.28% 100.00%	5.15 0.00% 42.42% 0.00%	171	452	37.83% 99.78% 100.00%	48.50% 4.73% 0.00%	-1.193726 -0.047422	-1.72 -1.02
just 2016 gust 2016	Ordering and Provisioning	OP-15A OP-15B-RD OP-15B-RD OP-3C OP-3D OP-3E	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas	Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - August Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Mire Non-Loaded Unbunded Loop - DS1 Capable LIS Trunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - DS1 Capable Unbunded Loop - DS1 Capable Unbunded Loop - DS1 Capable LIS Trunk Unbunded Loop - 2 Wire Non-Loaded LIS Trunk Unbunded Loop - 2 Wire Non-Loaded	Parity Parity Parity Parity Parity Parity Parity Benchmark Parity Benchmark Parity Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark	N/A N/A N/A N/A N/A N/A 90.00% N/A 90.00% N/A 90.00% N/A 90.00% N/A	968 169 10 4 1 2 2 224 57	10 17 10 17 1 1 2 2 229 63	9.94 100.00% 23.53% 100.00% 100.00% 97.82% 90.48% 98.28% 100.00% 100.00%	5.15 0.00% 42.42% 0.00% 0.00% 29.35%	171 1,333 2 1	452 1,336 2	37.83% 99.78% 100.00% 100.00%	48.50% 4.73% 0.00% 0.00%	-1.193726 -0.047422 -1.318011	-1.72 -1.02 -1.80
just 2016	Ordering and Provisioning	OP-15A OP-15A OP-15B-RD OP-15B-RD OP-3C OP-3D OP-3D OP-3D OP-3D OP-3D OP-3D OP-3E OP-3E OP-3E OP-3E	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded LiS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - Analog Enhanced Extended Loops - DS1 Capable LiS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity Parity Parity Parity Parity Parity Parity Benchmark Parity Benchmark Parity Benchmark Parity Benchmark Parity Benchmark Parity Benchmark Parity Parity Parity Parity	N/A N/A N/A N/A N/A 90.00% N/A 90.00% N/A 90.00% N/A 90.00% N/A	968 169 10 4 1 2 2 224 57	10 17 10 17 1 2 2 229 63 58 1 1 1 1 3	9.94 100.00% 23.53% 100.00% 100.00% 97.82% 90.48% 98.28% 100.00% 100.00% 100.00%	5.15 0.00% 42.42% 0.00% 0.00%	171 1,333 2 1	452 1,336 2	37.83% 99.78% 100.00%	48.50% 4.73% 0.00% 0.00%	-1.193726 -0.047422	-1.7: -1.0: -1.8i
ust 2016	Ordering and Provisioning	OP-15A OP-15A OP-15B-RD OP-15B-RD OP-3C OP-3C OP-3D OP-3D OP-3D OP-3D OP-3D OP-3D OP-3E OP-3E OP-3E OP-3E	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 3 Areas Interval Zone 2 Areas	Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop Analog Unbunded Loop Analog Residence Enhanced Extended Loops - DS1 Capable LIS Trunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 581 Capable Unbunded Loop - 581 Capable Lib Trunk Unbunded Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Unbunded Loop - 3 Wire Non-Loaded Unbunded Loop - 1 S1 Capable Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - DS1 Capable Unbunded Loop - 1 S1 Capable Unbunded Loop - 1 S1 Capable Unbunded Loop - 1 S1 Capable	Parity Parity Parity Parity Parity Parity Parity Parity Benchmark	N/A N/A N/A N/A N/A 90.00% N/A 90.00% N/A 90.00% N/A 90.00% N/A 90.00% N/A 90.00%	968 169 10 4 1 1 2 2 224 57 57 1 1 3 3	10 17 10 17 1 2 2 229 63 58 1 1 1 3 3	9.94 100.00% 23.53% 100.00% 100.00% 100.00% 97.62% 90.48% 98.28% 100.00% 100.00% 100.00% 100.00%	5.15 0.00% 42.42% 0.00% 0.00% 29.35%	171 1,333 2 1	452 1,336 2	37.83% 99.78% 100.00% 100.00%	48.50% 4.73% 0.00% 0.00%	-1.193726 -0.047422 -1.318011	-1.7 -1.0
ust 2016	Ordering and Provisioning	OP-15A OP-15A OP-15B-RD OP-15B-RD OP-15B-RD OP-3C OP-3C OP-3C OP-3C OP-3C OP-3C OP-3C OP-3C OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - ST Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Unbundled Loop - DST Capable LIS Trunk Unbundled Loop - DST Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 1 ST Capable Unbundled Loop - 1 ST Capable Unbundled Loop - 5 Capable Unbundled Loop - DST Capable	Parity Parity Parity Parity Parity Parity Parity Benchmark Parity Benchmark Parity Benchmark Parity Benchmark Parity Benchmark Parity Benchmark Parity Parity Parity Parity	N/A N/A N/A N/A N/A 90.00% N/A 90.00% N/A 90.00% N/A 90.00% N/A 90.00% N/A 90.00%	968 169 10 4 4 1 1 2 2 2 24 57 57 1 1 1 3 3 4	10 17 10 17 1 2 2 229 63 58 1 1 1 1 3	9.94 100.00% 23.53% 100.00% 100.00% 100.00% 97.82% 90.48% 98.28% 100.00% 100.00% 100.00% 100.00% 5.00	5.15 0.00% 42.42% 0.00% 0.00% 29.35% 0.00%	171 1,333 2 1	452 1,336 2	37.83% 99.78% 100.00% 100.00%	48.50% 4.73% 0.00% 0.00%	-1.193726 -0.047422 -1.318011	-1.7: -1.0: -1.8i
ust 2016	Ordering and Provisioning	OP-15A OP-15B-RD OP-15B-RD OP-15B-RD OP-3C OP-3D OP-3D OP-3D OP-3D OP-3D OP-3D OP-3D OP-3E	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 1 Areas	Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop Analog Residence Enhanced Extended Loops - DS1 Capable LIST Tunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - DS1 Capable LIST Tunk Linbunded Loop - DS1 Capable LIST Tunk Unbunded Loop - Analog Enhanced Extended Loops - DS1 Capable LIST Tunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - DS1 Capable LibT Tunk Unbunded Loop - DS1 Capable Unbunded Loop - DS1 Capable LibT Tunk	Panty Panty Panty Panty Panty Panty Panty Panty Panty Benchmark Benchmark Panty Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Panty Benchmark Panty Benchmark Panty	N/A N/A N/A N/A 90.00% N/A 90.00% N/A 90.00% N/A 90.00% N/A 90.00% N/A 90.00% N/A	968 169 10 4 1 1 2 2 224 57 57 1 1 1 3 3 4	10 17 17 10 17 17 17 17 17 17 17 17 17 17 17 17 17	9.94 100.00% 23.53% 100.00% 100.00% 97.82% 90.48% 100.00% 100.00% 100.00% 100.00% 100.00% 5.00 22.00	5.15 0.00% 42.42% 0.00% 0.00% 29.35%	171 1,333 2 1	452 1,336 2	37.83% 99.78% 100.00% 100.00%	48.50% 4.73% 0.00% 0.00%	-1.193726 -0.047422 -1.318011	-1.7: -1.0: -1.8i
uust 2016	Ordering and Provisioning	OP-15A OP-15A OP-15B-RD OP-15B-RD OP-15B-RD OP-3D OP-3D OP-3D OP-3D OP-3D OP-3D OP-3D OP-3E OP-4D OP-4D	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 1 Areas	Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 10 ST Capable Unbunded Loop - 10 ST Capable Unbunded Loop - 10 ST Capable LIS Trunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 ST Capable Unbunded Loop - 10 ST Capable Unbunded Loop - 2 Wire Non-Loaded	Parity Parity Parity Parity Parity Parity Parity Benchmark Parity Benchmark Parity Benchmark Benchmark Benchmark Benchmark Benchmark Parity Benchmark Parity Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark	N/A N/A N/A N/A N/A N/A 90.00%	968 169 10 4 1 1 2 2 224 57 57 1 1 3 3 4 4 10 40	10 17 10 17 11 12 2 2 2 2 29 63 588 11 11 3 3 4 4 2 2 2 2 140	9.94 100.00% 23.53% 100.00% 100.00% 100.00% 97.82% 90.48% 98.28% 100.00% 100.00% 100.00% 5.00 22.00 22.86	5.15 0.00% 42.42% 0.00% 0.00% 29.35% 0.00%	171 1,333 2 1	452 1,336 2	37.83% 99.78% 100.00% 100.00%	48.50% 4.73% 0.00% 0.00%	-1.193726 -0.047422 -1.318011	-1.7: -1.0: -1.8i
gust 2016 g	Ordering and Provisioning	OP-15A OP-15B-RD OP-15B-RD OP-15B-RD OP-3C OP-3D OP-3D OP-3D OP-3D OP-3D OP-3E OP-4D OP-4D OP-4D OP-4D	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 1 Areas	Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop Analog Residence Enhanced Extended Loops - DS1 Capable LIST Tunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - DS1 Capable LIST Tunk Linbunded Loop - DS1 Capable LIST Tunk Unbunded Loop - Analog Enhanced Extended Loops - DS1 Capable LIST Tunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - DS1 Capable LibT Tunk Unbunded Loop - DS1 Capable Unbunded Loop - DS1 Capable LibT Tunk	Panty Panty Panty Panty Panty Panty Panty Panty Panty Benchmark Benchmark Panty Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Panty Benchmark Panty	N/A N/A N/A N/A N/A 90.00% N/A 90.00% N/A 90.00% N/A 90.00% N/A 90.00% N/A 90.00% N/A 90.00% N/A	968 169 10 4 1 1 2 2 224 57 57 1 1 1 3 3 4	10 17 17 10 17 17 17 17 17 17 17 17 17 17 17 17 17	9.94 100.00% 23.53% 100.00% 100.00% 97.82% 90.48% 90.48% 100.00% 100.00% 100.00% 100.00% 100.00% 22.00 2.86 6.21	5.15 0.00% 42.42% 0.00% 0.00% 29.35% 0.00%	171 1,333 2 1	452 1,336 2	37.83% 99.78% 100.00% 100.00%	48.50% 4.73% 0.00% 0.00%	-1.193726 -0.047422 -1.318011	-1.72 -1.02 -1.80
gust 2016 gust 2016	Ordering and Provisioning	OP-15A OP-15A OP-15B-RD OP-15B-RD OP-15B-RD OP-3C OP-3D OP-3D OP-3D OP-3D OP-3D OP-3D OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-4D OP-4D OP-4D OP-4D OP-4D	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 1 Areas	Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 10 ST Capable Unbunded Loop - 10 ST Capable Unbunded Loop - 10 ST Capable LIS Trunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 ST Capable Unbunded Loop - 10 ST Capable Unbunded Loop - 2 Wire Non-Loaded	Parity Parity Parity Parity Parity Parity Parity Benchmark Parity Benchmark Parity Benchmark Benchmark Benchmark Benchmark Benchmark Parity Benchmark Parity Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark	N/A N/A N/A N/A N/A N/A 90.00%	968 169 10 4 1 1 2 2 224 57 57 1 1 3 3 4 4 10 40	10 17 10 17 11 12 2 2 2 2 29 63 588 11 11 3 3 4 4 2 2 2 2 140	9.94 100.00% 23.53% 100.00% 100.00% 100.00% 97.82% 90.48% 98.28% 100.00% 100.00% 100.00% 5.00 22.00 22.86	5.15 0.00% 42.42% 0.00% 0.00% 29.35% 0.00%	171 1,333 2 1	452 1,336 2	37.83% 99.78% 100.00% 100.00%	48.50% 4.73% 0.00% 0.00%	-1.193726 -0.047422 -1.318011	-1.72 -1.02 -1.80
just 2016	Ordering and Provisioning	OP-15A OP-15A OP-15B-RD OP-15B-RD OP-15B-RD OP-3D OP-3D OP-3D OP-3D OP-3D OP-3D OP-3D OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-4D OP-4D OP-4D OP-4D OP-4D OP-4D OP-4D OP-4D	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 3 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - Analog Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable LIS Trunk Unbundled Loop - DS1 Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable LIS Trunk Unbundled Loop - DS1 Capable LIS Trunk Unbundled Loop - DS1 Capable	Parity Parity Parity Parity Parity Parity Parity Benchmark Parity Benchmark Parity Benchmark Parity Benchmark Parity Benchmark Benchmark Parity Benchmark Parity Benchmark Parity Benchmark Parity Benchmark Parity Benchmark	N/A N/A N/A N/A N/A 90.00% N/A 90.00% N/A 90.00% N/A 90.00% N/A 90.00% N/A 90.00% N/A 90.00% N/A	968 169 10 4 4 1 1 2 2 224 57 57 57 1 1 1 3 3 4 400 444 4400	10 17 10 17 12 2 229 63 58 1 1 1 3 3 4 4 2 2 2 140	9.94 100.00% 23.53% 100.00% 100.00% 100.00% 90.48% 98.28% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 5.00 22.00 4.08 6.21 4.08 5.00	5.15 0.00% 42.42% 0.00% 0.00% 29.35% 0.00%	171 1,333 2 1	452 1,336 2	37.83% 99.78% 100.00% 100.00%	48.50% 4.73% 0.00% 0.00%	-1.193726 -0.047422 -1.318011	-1.72 -1.02 -1.80
gust 2016	Ordering and Provisioning	OP-15A OP-15A OP-15B-RD OP-15B-RD OP-15B-RD OP-3C OP-3C OP-3D OP-3D OP-3D OP-3D OP-3D OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-4D OP-4D OP-4D OP-4D OP-4D OP-4D OP-4D OP-4D OP-4E OP-4E	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 1 Areas	Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop Analog Unbunded Loop Analog Unbunded Loop Analog Residence Enhanced Extended Loops - DS1 Capable LIS Trunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 10S1 Capable Unbunded Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - DS1 Capable Els Trunk Unbunded Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Unbunded Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - DS1 Capable	Parity Parity Parity Parity Parity Parity Parity Parity Benchmark Parity Benchmark Parity Benchmark	N/A N/A N/A N/A 90.00% N/A 90.00% N/A 90.00% N/A 90.00% N/A 90.00% N/A 90.00% N/A 90.00% N/A 90.00%	968 169 10 4 1 1 2 2 224 57, 57, 1 1 1 3 3 4 4 4 400 292 269	10 17 10 17 12 2 229 63 58 1 1 1 3 3 4 4 2 2 2 140	9.94 100.00% 23.53% 100.00% 100.00% 97.62% 90.48% 98.28% 100.00% 100.00% 100.00% 5.00 22.00 2.86 6.21 4.08	5.15 0.00% 42.42% 0.00% 0.00% 29.35% 0.00%	171 1,333 2 1	452 1,336 2	37.83% 99.78% 100.00% 100.00%	48.50% 4.73% 0.00% 0.00%	-1.193726 -0.047422 -1.318011	-1.72
just 2016	Ordering and Provisioning	OP-15A OP-15A OP-15B-RD OP-15B-RD OP-15B-RD OP-3D OP-3D OP-3D OP-3D OP-3D OP-3D OP-3D OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-4D OP-4D OP-4D OP-4D OP-4D OP-4D OP-4D OP-4D	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - Analog Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - ST Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Unbundled Loop - DST Capable LIS Trunk Unbundled Loop - DST Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable LIS Trunk Unbundled Loop - DST Capable LIS Trunk Unbundled Loop - DST Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 10 ST Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 10 ST Capable LIS Trunk Unbundled Loop - 10 ST Capable	Parity Parity Parity Parity Parity Parity Parity Benchmark Parity Benchmark Parity Benchmark Benchmark Benchmark Benchmark Benchmark Parity Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark	N/A N/A N/A N/A N/A 90.00% N/A 90.00% N/A 90.00% N/A 90.00% N/A 90.00% N/A 90.00% N/A 90.00% N/A 90.00% N/A 90.00%	968 169 10 4 1 1 2 2 224 57, 57, 1 1 1 3 3 4 4 4 400 292 269	10 17 10 17 12 2 229 63 58 1 1 1 3 3 4 4 2 2 2 140	9.94 100.00% 23.53% 100.00% 100.00% 100.00% 90.48% 98.28% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 5.00 22.00 4.08 6.21 4.08 5.00	5.15 0.00% 42.42% 0.00% 0.00% 29.35% 0.00%	171 1,333 2 1	452 1,336 2	37.83% 99.78% 100.00% 100.00%	48.50% 4.73% 0.00% 0.00%	-1.193726 -0.047422 -1.318011	-1.72 -1.02 -1.80
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ust 2016	Ordering and Provisioning	OP-15A OP-15A OP-15B-RD OP-15B-RD OP-15B-RD OP-3C OP-3D OP-3D OP-3D OP-3D OP-3E OP-3E OP-3E OP-3E OP-3E OP-4D OP-4D OP-4D OP-4D OP-4D OP-4D OP-4D OP-4E OP-4E	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 2 Areas	Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop Analog Unbunded Loop Analog Unbunded Loop Analog Residence Enhanced Extended Loops - DS1 Capable LIS Trunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 10 Capable Unbunded Loop - 10 Capable LIS Trunk Unbunded Loop - 10 Capable LIS Trunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 10 Capable LIS Trunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 10 Capable Unbunded Loop - 10 Capable LIS Trunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 10 Capable LIS Trunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 10 Capable	Parity Parity Parity Parity Parity Parity Parity Benchmark Parity Benchmark Parity Benchmark	NYA NYA NYA NYA 90.00% NYA 90.00% NYA 90.00% NYA 90.00% NYA 6.00 6.00 6.00 6.00 6.00 6.00	968 169 101 4 4 1 1 2 2 224 57 57 1 1 3 3 4 4 400 292 269 6 6 6 6	10 10 177 10 177 177 178 178 178 178 178 178 178 178	9.94 100.00% 23.53% 100.00% 100.00% 97.82% 90.48% 98.28% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 5.00 22.00 2.86 6.21 4.08 5.00 3.00 5.00 4.50	5.15 0.00% 42.42% 0.00% 0.00% 29.35% 0.00%	171 1,333 2 1	452 1,336 2	37.83% 99.78% 100.00% 100.00%	48.50% 4.73% 0.00% 0.00%	-1.193726 -0.047422 -1.318011	-1.72 -1.02 -1.80
ust 2016	Ordering and Provisioning	OP-15A OP-15A OP-15B-RD OP-15B-RD OP-15B-RD OP-3C OP-3D OP-4D OP-4D OP-4D OP-4D OP-4D OP-4D OP-4D OP-4D OP-4D OP-4E OP-4E OP-4E	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 2 Areas Interval	Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop Analog Residence Enhanced Extended Loops - DS1 Capable LIS Trunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - DS1 Capable Unbunded Loop - SS1 Capable US5 Trunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - DS1 Capable LIS Trunk Unbunded Loop - DS1 Capable	Parity Parity Parity Parity Parity Parity Parity Parity Parity Benchmark Benchmark Parity Benchmark	N/A N/A N/A N/A N/A N/A N/A N/A 90.00% 0.0	968 169 10 4 1 1 2 2 224 57 57 1 1 3 3 4 4 00 292 269 5 6 6 5 15	10 17 10 17 10 17 17 17 18 18 18 18 18 18 18 18 18 18 18 18 18	9.94 100.00% 23.53% 100.00% 100.00% 100.00% 97.62% 90.48% 98.28% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 5.00 22.00 2.86 6.21 4.08 5.00 3.00 5.00 4.50	5.15 0.00% 42.42% 0.00% 29.35% 0.00%	171 1,333 2 2 1 1	452 1,336 2 1 1	37.83% 99.78% 100.00% 100.00% 100.00% 75.00%	48.50% 4.73% 0.00% 0.00% 0.00% 43.30%	-1.193726 -0.047422 -1.318011	-1.7: -1.0: -1.8:
ust 2016	Ordering and Provisioning	OP-15A OP-15A OP-15B-RD OP-15B-RD OP-15B-RD OP-3C OP-4C	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 3 Areas Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 2 Areas	Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop Analog Unbunded Loop Analog Unbunded Loop Analog Residence Enhanced Extended Loops - DS1 Capable LIS Trunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 10 Capable Unbunded Loop - DS1 Capable Unbunded Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 10 Capable LIS Trunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - DS1 Capable Unbunded Loop - 2 Wire Non-Loaded	Parity Parity Parity Parity Parity Parity Parity Parity Parity Benchmark Parity Benchmark	N/A	968 169 10 4 1 1 2 2 224 57 57 1 1 3 3 4 4 00 292 269 5 6 6 5 15	10 17 10 17 10 17 17 17 18 18 18 18 18 18 18 18 18 18 18 18 18	9.94 100.00% 23.53% 100.00% 100.00% 100.00% 100.00% 97.82% 90.48% 98.28% 100.00% 100.00% 100.00% 100.00% 100.00% 5.00 22.00 6.21 4.08 5.00 3.00 5.00 5.00 100.00%	5.15 0.00% 42.42% 0.00% 0.00% 29.35% 0.00%	171 1,333 2 1 5 3	452 1,336 2 1 5 4	37.83% 99.78% 100.00% 100.00% 75.00%	48.50% 4.73% 0.00% 0.00% 0.00% 43.30%	-1.193726 -0.047422 -1.318011 -0.755929	-1.7: -1.0: -1.8i
ust 2016	Ordering and Provisioning	OP-15A OP-15A OP-15B-RD OP-15B-RD OP-15B-RD OP-3D OP-3D OP-3D OP-3D OP-3D OP-3D OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-4D OP-4D OP-4D OP-4D OP-4D OP-4D OP-4D OP-4D OP-4E OP-4E OP-4E OP-4E OP-4E OP-4E OP-4E OP-5A	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 3 Areas Interval Zone 3 Areas Interval Zone 3 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 3 Areas Interval Zone 4 Areas Interval Zone 4 Areas Interval Zone 5 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop Analog Unbundled Loop Analog Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Residence Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 1 Capable Unbundled Loop - 1 Capable Unbundled Loop - 1 Capable LIS Trunk Unbundled Loop - 1 Capable LIS Trunk Unbundled Loop - 1 Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 1 Capable LIS Trunk Unbundled Loop - 1 Capable Unbundled Loop - 1 Capable LIS Trunk Unbundled Loop - 1 Capable Unbundled Loop - 1 Capable Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 1 Capable Unbundled Loop - DS1 Capable	Parity Parity Parity Parity Parity Parity Parity Parity Benchmark Parity Benchmark Parity Benchmark	NYA NYA NYA NYA NYA NYA 90.00% NYA 90.00% NYA 90.00% NYA 90.00% NYA 90.00% NYA 90.00% NYA 0.00% NYA 0.00% 0.00% 0.00 0.00% 0.00 0.00% 0.00 0.00%	968 169 10 4 4 1 2 2 224 57 7 1 1 3 3 4 10 2292 2699 5 6 6 155 18 5	100 177 110 177 11 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	9.94 100.00% 23.53% 100.00% 100.00% 100.00% 97.82% 98.28% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 5.00 22.66 6.21 4.08 5.00 3.00 5.00 4.50 100.00%	5.15 0.00% 42.42% 0.00% 0.00% 0.00% 0.00%	171 1,333 2 1 5 3	452 1,336 2 1 5 4	37.83% 99.78% 100.00% 100.00% 75.00% 100.00%	48.50% 4.73% 0.00% 0.00% 0.00% 43.30% 43.30%	-1.193726 -0.047422 -1.318011 -0.755929 -0.282047	-1.7. -1.00 -1.80 -1.41 -1.41
LIST 2016 LIST 2	Ordering and Provisioning	OP-15A OP-15A OP-15B-RD OP-15B-RD OP-15B-RD OP-3C OP-3C OP-3D OP-3D OP-3D OP-3D OP-3D OP-3D OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-4D OP-4D OP-4D OP-4D OP-4D OP-4D OP-4D OP-4E OP-4E OP-4E OP-5A OP-5A	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 2 Areas	Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop Analog Unbunded Loop Analog Unbunded Loop Analog Residence Enhanced Extended Loops - DS1 Capable LIS Trunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 10 Capable LIS Trunk Unbunded Loop - 10 Capable Unbunded Loop - 10 Capable LIS Trunk Unbunded Loop - 10 Capable LIS Trunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 10 Capable LIS Trunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 10 Capable LIS Trunk Unbunded Loop - 10 Capable Unbunded Loop - 10 Capable LIS Trunk Unbunded Loop - 10 Capable LID Unbunded Loop - 10 Capable Unbunded Loop - 10 Capable LIS Trunk Residence Unbunded Loop - DS1 Capable Unbunded Loop - 10 Capable	Parity Parity Parity Parity Parity Parity Parity Parity Benchmark Parity Benchmark	NYA NYA NYA NYA NYA NYA NYA NYA NYA 90.00% NYA 90.00% NYA 90.00% NYA 90.00% 6.00 6.00 6.00 6.00 NYA	968 1699 10 4 4 1 1 1 2 2 224 57, 57, 57, 1 1 1 3 3 3 4 4 400 2992 2699 5 6 6 15 18	10 10 17 10 17 17 12 2 22 229 63 58 8 1 1 1 3 3 3 4 4 2 2 2 140 47 66 6 1 1 2 2 3 3 4 4 5 5 1 1 249	9.94 100.00% 23.53% 100.00% 100.00% 100.00% 90.48% 98.28% 100.00%	5.15 0.00% 42.42% 0.00% 29.35% 0.00% 0.00% 0.00% 0.00%	171 1,333 2 1 5 3	452 1,336 2 1 1 5 4 4 11 3,636 7	37.83% 99.78% 100.00% 100.00% 100.00% 75.00% 100.00%	48.50% 4.73% 0.00% 0.00% 0.00% 43.30% 43.30% 0.00% 26.13% 0.00%	-1.193726 -0.047422 -1.318011 -1.318011 -0.755929 -0.282047 -1.016641	-1.7 -1.0 -1.8 -1.4 -1.4
ust 2016	Ordering and Provisioning	OP-15A OP-15A OP-15B-RD OP-15B-RD OP-3C OP-3C OP-3C OP-3D OP-3D OP-3D OP-3D OP-3D OP-3D OP-3D OP-3D OP-3D OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-4D OP-4D OP-4D OP-4D OP-4D OP-4D OP-4D OP-4E OP-4E OP-5A OP-5A OP-5A OP-5A	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 2 Areas	Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop Analog Unbunded Loop Analog Unbunded Loop Analog Unbunded Loop Analog Residence Enhanced Extended Loops - DS1 Capable LISTrunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 3 DS1 Capable LISTrunk Unbunded Loop Analog Enhanced Extended Loops - DS1 Capable LISTrunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - DS1 Capable LISTrunk Unbunded Loop - DS1 Capable Unbunded Loop - DS1 Capable Unbunded Loop - DS1 Capable Unbunded Loop - SS1 Capable Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - DS1 Capable Unbunded Loop - SW Wire Non-Loaded Unbunded Loop - Analog LISTrunk Residence Unbunded Loop - 2 Wire Non-Loaded	Parity Parity Parity Parity Parity Parity Parity Parity Benchmark Parity Benchmark Parity Benchmark 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 90.00% N/A 90.00% N/A 90.00% N/A 90.00% N/A 90.00% 0.00% N/A 0.00% 0.00% 0.00% N/A 0.00% 0.00% N/A 0.00% N/A 0.00% 0.00% 0.00% 0.00% N/A 0.00% 0	968 169 10 4 1 1 2 2 224 57 57 1 1 1 3 3 4 4 400 292 269 5 6 15 15 15 11 15 6 6 15 5 6 6 6 6 6 6	10 10 177 10 17 17 12 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	9.94 100.00% 23.53% 100.00% 100.00% 100.00% 97.82% 99.48% 98.28% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 5.00 22.00 2.86 6.21 4.08 5.00 3.00 4.50 100.00% 97.59%	5.15 0.00% 42.42% 0.00% 0.00% 29.35% 0.00% 0.00% 0.00%	171 1,333 2 1 1 5 3 3 3 1 1 1 1,3,368 7 5	452 1,336 2 1 5 4	37.83% 99.78% 100.00% 100.00% 100.00% 75.00%	48.50% 4.73% 0.00% 0.00% 0.00% 43.30% 43.30% 0.00% 26.13% 0.00% 0.00%	-1.193726 -0.047422 -1.318011 -1.318011 -0.755929 -0.282047 -1.016641 -1.472651	-1.7 -1.0 -1.8 -1.4 -1.4
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usi 2016	Ordering and Provisioning	OP-15A OP-15A OP-15B-RD OP-15B-RD OP-15B-RD OP-3C OP-3D OP-3E OP-3E OP-3E OP-3E OP-3E OP-4D OP-4D OP-4D OP-4D OP-4D OP-4D OP-4D OP-4E OP-4E OP-4E OP-4E OP-5A OP-5	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 3 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 2 Areas	Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop Analog Unbunded Loop Analog Residence Enhanced Extended Loops - DS1 Capable LIS Trunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - DS1 Capable Unbunded Loop - DS1 Capable Unbunded Loop - DS1 Capable Unbunded Loop - SS1 Capable Unbunded Loop - SS1 Capable LIS Trunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - DS1 Capable LIS Trunk Unbunded Loop - DS1 Capable Unbunded Loop - DS1 Capable Unbunded Loop - DS1 Capable Unbunded Loop - SS1 Capable Unbunded Loop - SS1 Capable Unbunded Loop - SS1 Capable Unbunded Loop - DS1 Capable Unbunded Loop - SS1 Capable Unbunded Loop - SS1 Capable Unbunded Loop - Analog LIS Trunk Residence Unbunded Loop - SS1 Capable Unbunded Loop - DS1 Capable Unbunded Loop - SS1 Capable	Panity Panity Panity Panity Panity Panity Panity Panity Panity Benchmark Benchmark Panity Benchmark Dagnostic	NYA NYA NYA NYA NYA NYA 90.00% NYA 90.00% NYA 90.00% NYA 90.00% NYA 90.00% NYA 90.00% NYA 6.00 6.00 6.00 6.00 6.00 6.00 6.00 6.0	968 1699 100 4 4 1 1 2 2 224 57 57 1 1 1 3 3 4 100 292 2269 5 6 15 18 5 11 243 65 69 5,875 6814.36	10 10 17 10 17 11 12 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	9.94 100.00% 23.53% 100.00% 100.00% 97.82% 98.28% 98.28% 100.00% 97.59% 98.48% 98.57% 99.98%	5.15 0.00% 42.42% 0.00% 0.00% 29.35% 0.00% 0.00% 0.00%	171 1,333 2 1 1 5 3 3 3 1 1 1 1,3,368 7 5	452 1,336 2 1 1 5 4 4 11 3,636 7	37.83% 99.78% 100.00% 100.00% 100.00% 75.00%	48.50% 4.73% 0.00% 0.00% 0.00% 43.30% 43.30% 0.00% 26.13% 0.00% 0.00%	-1.193726 -0.047422 -1.318011 -1.318011 -0.755929 -0.282047 -1.016641 -1.472651	-1.0 -1.0 -1.8 -1.4 -1.4
just 2016 just 2	Ordering and Provisioning Pre-Ordering Pre-Ordering	OP-15A OP-15A OP-15B-RD OP-15B-RD OP-15B-RD OP-3C OP-3D OP-3D OP-3D OP-3D OP-3D OP-3D OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-4D OP-5A OP-5	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 3 Areas Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 2 Areas	Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop Analog Unbunded Loop Analog Residence Enhanced Extended Loops - DS1 Capable LIS Trunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 3 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 5 S1 Capable LIS Trunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 S1 Capable Unbunded Loop - 2 S1 Capable Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - S1 Capable	Parity Parity Parity Parity Parity Parity Parity Parity Benchmark Parity Benchmark Dagnostic Diagnostic	NYA NYA NYA NYA NYA NYA NYA NYA SOLOWS NYA SOLOWS NYA SOLOWS NYA	968 1699 100 4 4 11 2 2 224 577 77 1 1 1 3 3 4 100 44 44 400 2992 2699 5 6 15 18 5 1 1 243 65 69 5,875 661,366	10 10 17 10 17 11 12 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	9.94 100.00% 100.00% 100.00% 100.00% 100.00% 97.22% 90.48% 98.28% 100.00%	5.15 0.00% 42.42% 0.00% 0.00% 29.35% 0.00% 0.00% 0.00%	171 1,333 2 1 1 5 3 3 3 1 1 1 1,3,368 7 5	452 1,336 2 1 1 5 4 4 11 3,636 7	37.83% 99.78% 100.00% 100.00% 100.00% 75.00%	48.50% 4.73% 0.00% 0.00% 0.00% 43.30% 43.30% 0.00% 26.13% 0.00% 0.00%	-1.193726 -0.047422 -1.318011 -1.318011 -0.755929 -0.282047 -1.016641 -1.472651	-1.7. -1.8. -1.4. -1.4. -1.4. -1.8.
just 2016 just 2	Ordering and Provisioning Pre-Ordering Pre-Ordering	OP-15A OP-15A OP-15B-RD OP-15B-RD OP-15B-RD OP-3C OP-3D OP-3D OP-3D OP-3D OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-4D OP-4D OP-4D OP-4D OP-4D OP-4D OP-4D OP-4D OP-4E OP-4E OP-4E OP-4E OP-4E OP-5A OP-5	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 3 Areas Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 2 Areas	Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop Analog Residence Enhanced Extended Loops - DS1 Capable LIS Trunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - DS1 Capable LIS Trunk Unbunded Loop - DS1 Capable LIS Trunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - DS1 Capable LIS Trunk LID - DS1 Capable Unbunded Loop - DS1 Capable	Parity Parity Parity Parity Parity Parity Parity Parity Benchmark Dengengengengengengengengengengengengenge	NYA NYA NYA NYA NYA 90.00% NYA 90.00% NYA 90.00% NYA 90.00% NYA 90.00% NYA 90.00% S NYA 90.00% S NYA	968 169 100 4 4 11 2 2 2 224 57 57 1 1 3 3 4 4 000 292 2699 6 15 18 5 18 5 11 243 65 69 5,875 6614,36 15568,80	100 177 110 177 111 22 229 63 558 63 11 11 11 12 12 12 12 14 14 15 11 12 12 13 14 15 11 12 14 15 11 14 14 15 11 14 14 14 15 11 14 14 14 14 14 14 14 14 14 14 14 14	9.94 100.00% 23.53% 100.00% 100.00% 100.00% 97.82% 98.28% 100.00% 100.	5.15 0.00% 42.42% 0.00% 0.00% 29.35% 0.00% 0.00% 0.00%	171 1,333 2 1 1 5 3 3 3 1 1 1 1,3,368 7 5	452 1,336 2 1 1 5 4 4 11 3,636 7	37.83% 99.78% 100.00% 100.00% 100.00% 75.00%	48.50% 4.73% 0.00% 0.00% 0.00% 43.30% 43.30% 0.00% 26.13% 0.00% 0.00%	-1.193726 -0.047422 -1.318011 -1.318011 -0.755929 -0.282047 -1.016641 -1.472651	-1.7 -1.0 -1.8 -1.4 -1.4
guat 2016 yust 2016	Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering	OP-15A OP-15A OP-15B-RD OP-15B-RD OP-15B-RD OP-3C OP-3C OP-3D OP-3D OP-3D OP-3D OP-3D OP-3B OP-3E OP-4D OP-4	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas Interval Zone 2 Areas Interval	Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop Analog Unbunded Loop Analog Residence Enhanced Extended Loops - DS1 Capable LISTrunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 18 Capable LISTrunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop Analog Enhanced Extended Loops - DS1 Capable LISTrunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - DS1 Capable LISTrunk Unbunded Loop - 2 ST Capable Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - DS1 Capable Unbunded Loop - 18 Capable Unbunded Loop Analog LIS Trunk Residence Unbunded Loop Analog LIS Runk RESPONSE RESPONSE TOTAL RECUEST	Parity Parity Parity Parity Parity Parity Parity Parity Parity Benchmark Parity Benchmark Deagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A N/A 90.00% N/A 90.00% N/A 90.00% N/A 90.00% N/A 90.00% N/A 0.00% N/A 0.00% N/A 0.00% N/A 0.00% N/A 0.00% N/A 0.00 N/A	968 1690 10 4 1 1 2 2 224 577 1 1 1 3 3 4 10 0 44 4 400 2322 289 5 6 155 6 11 243 65 69 5,875 661,36 15566.80 22201.16	10 10 177 110 117 12 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	9.94 100.00% 23.53% 100.00% 100.00% 100.00% 97.82% 99.48% 98.28% 100.00% 100.0	5.15 0.00% 42.42% 0.00% 0.00% 29.35% 0.00% 0.00% 0.00%	171 1,333 2 1 1 5 3 3 3 1 1 1 1,3,368 7 5	452 1,336 2 1 1 5 4 4 11 3,636 7	37.83% 99.78% 100.00% 100.00% 100.00% 75.00%	48.50% 4.73% 0.00% 0.00% 0.00% 43.30% 43.30% 0.00% 26.13% 0.00% 0.00%	-1.193726 -0.047422 -1.318011 -1.318011 -0.755929 -0.282047 -1.016641 -1.472651	-1.7. -1.00 -1.80 -1.44 -1.47 -1.61 -1.81
gust 2016	Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering	OP-15A OP-15A OP-15B-RD OP-15B-RD OP-15B-RD OP-3C OP-3D OP-3D OP-3D OP-3D OP-3E OP-4D OP-4D OP-4D OP-4D OP-4D OP-4D OP-4D OP-4D OP-4E OP-4E OP-4E OP-5A OP-6A OP-6	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 3 Areas Interval Zone 3 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 3 Areas Interval Zone 5 Areas Interval Zone 5 Areas Interval Zone 6 Areas Interval Zone 7 Areas Interval Zone 7 Areas Interval Zone 7 Areas Interval Zone 7 Areas Interval Zone 8 Areas Interval Zone 9 Areas Interval Zone	Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop Analog Unbunded Loop Analog Unbunded Loop Analog Residence Enhanced Extended Loops - DS1 Capable LIS Trunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 10 Capable Unbunded Loop - 10 Capable Unbunded Loop - 10 Capable Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 10 Capable Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 3 Wire Non-Loaded Unbunded Loop - 5 Wire Non-Loaded Wire Wire Non-Loaded Wire Wire Wire Wire Wire Non-Loaded Wire Wire Wire Wire Wire Wire Wire Wire	Parity Benchmark Parity Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A N/A 90.00% N/A 90.00% N/A 90.00% N/A 90.00% N/A N/A 90.00% N/A	968 1699 100 44 11 2 2 2 224 577 577 11 13 3 3 44 100 292 2699 5 5 6 115 18 5 5 11 243 65 691 3,875 6614,36 15586,80 22201.16 3323.46	100 177 110 177 171 172 172 172 173 174 174 174 174 174 174 174 174 174 174	9.94 100.00% 23.53% 100.00% 100.00% 100.00% 97.82% 90.48% 98.28% 100.00% 100.0	5.15 0.00% 42.42% 0.00% 0.00% 29.35% 0.00% 0.00% 0.00%	171 1,333 2 1 1 5 3 3 3 1 1 1 1,3,368 7 5	452 1,336 2 1 1 5 4 4 11 3,636 7	37.83% 99.78% 100.00% 100.00% 100.00% 75.00%	48.50% 4.73% 0.00% 0.00% 0.00% 43.30% 43.30% 0.00% 26.13% 0.00% 0.00%	-1.193726 -0.047422 -1.318011 -1.318011 -0.755929 -0.282047 -1.016641 -1.472651	-1.72 -1.02 -1.80 -1.44 -1.44 -1.16 -1.86
just 2016 just 2018 just 2	Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	OP-15A OP-15A OP-15B-RD OP-15B-RD OP-15B-RD OP-3C OP-3D OP-3D OP-3D OP-3D OP-3D OP-3E OP-3	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 3 Areas Interval Zone 3 Areas Interval Zone 1 Areas Interval Zone 4 Areas Interval Zone 2 Areas Interval Zone 3 Areas Interval Zone 5 Areas Interval Zone 5 Areas Interval Zone 6 Areas Interval Zone 7 Areas Interval	Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop Analog Residence Enhanced Extended Loops - DS1 Capable LIS Trunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 3 S1 Capable LIS Trunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 S1 Capable LIS Trunk Unbunded Loop - 5S1 Capable Unbunded Loop - DS1 Capable Unbunded Loop - SS1 Capable Unbunded Loop - DS1 Capable Unbunded Loop - SS1 Capable Unbunded Loop - SS1 Capable Unbunded Loop - Analog Enhanced Extended Loops - DS1 Capable Unbunded Loop - Analog LIS Trunk Residence Unbunded Loop Analog LIS Trunk Residence Unbunded Loop - SS1 Capable	Parity Parity Parity Parity Parity Parity Parity Parity Parity Benchmark Parity Benchmark Parity Parity Parity Parity Parity Parity Parity Parity Parity Benchmark Diagnostic	NYA NYA NYA NYA NYA 90.00% NYA	968 169 10 4 1 1 2 2 224 57 1 1 1 3 3 4 10 0 44 4 400 292 269 5 6 15 1 1 243 65 5 1 1 223 66 69 5,875 661 368 15568,80 22201.16 322246 3688.18	10 10 17 10 17 17 17 12 2 2 2 2 2 2 2 2 2 2 2 2 2 2	9.94 100.00% 23.53% 100.00% 100.00% 97.82% 90.48% 98.28% 100.00% 100.0	5.15 0.00% 42.42% 0.00% 0.00% 29.35% 0.00% 0.00% 0.00%	171 1,333 2 1 1 5 3 3 3 1 1 1 1,3,368 7 5	452 1,336 2 1 1 5 4 4 11 3,636 7	37.83% 99.78% 100.00% 100.00% 100.00% 75.00%	48.50% 4.73% 0.00% 0.00% 0.00% 43.30% 43.30% 0.00% 26.13% 0.00% 0.00%	-1.193726 -0.047422 -1.318011 -1.318011 -0.755929 -0.282047 -1.016641 -1.472651	-1.72 -1.02 -1.80
just 2016 ust 2016	Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering	OP-15A OP-15A OP-15B-RD OP-15B-RD OP-15B-RD OP-3C OP-3D OP-3D OP-3D OP-3D OP-3D OP-3B OP-3E OP-4D OP-4	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 3 Areas Interval Zone 3 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 3 Areas Interval Zone 5 Areas Interval Zone 5 Areas Interval Zone 6 Areas Interval Zone 7 Areas Interval Zone 7 Areas Interval Zone 7 Areas Interval Zone 7 Areas Interval Zone 8 Areas Interval Zone 9 Areas Interval Zone	Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop Analog Unbunded Loop Analog Unbunded Loop Analog Residence Enhanced Extended Loops - DS1 Capable LIS Trunk Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 10 Capable Unbunded Loop - 10 Capable Unbunded Loop - 10 Capable Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 10 Capable Unbunded Loop - 2 Wire Non-Loaded Unbunded Loop - 3 Wire Non-Loaded Unbunded Loop - 5 Wire Non-Loaded Wire Wire Non-Loaded Wire Wire Wire Wire Wire Non-Loaded Wire Wire Wire Wire Wire Wire Wire Wire	Parity Benchmark Parity Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A N/A 90.00% N/A 90.00% N/A 90.00% N/A 90.00% N/A N/A 90.00% N/A	968 1699 100 44 11 2 2 2 224 577 577 11 13 3 3 44 100 292 2699 5 5 6 115 18 5 5 11 243 65 691 3,875 6614,36 15586,80 22201.16 3323.46	100 177 110 177 171 172 172 172 173 174 174 174 174 174 174 174 174 174 174	9.94 100.00% 23.53% 100.00% 100.00% 97.82% 90.48% 98.28% 100.00% 100.0	5.15 0.00% 42.42% 0.00% 0.00% 29.35% 0.00% 0.00% 0.00%	171 1,333 2 1 1 5 3 3 3 1 1 1 1,3,368 7 5	452 1,336 2 1 1 5 4 4 11 3,636 7	37.83% 99.78% 100.00% 100.00% 100.00% 75.00%	48.50% 4.73% 0.00% 0.00% 0.00% 43.30% 43.30% 0.00% 26.13% 0.00% 0.00%	-1.193726 -0.047422 -1.318011 -1.318011 -0.755929 -0.282047 -1.016641 -1.472651	-1.72 -1.02 -1.80 -1.44 -1.44 -1.16 -1.86

Month	PID Category	PID	PID Title	Product Category	Standard					LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
ugust 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8013.78	3,798	2.11							
ugust 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11324.53	3,895	2.91							
ugust 2016	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8153.25	7,765	1.05							
ugust 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6722.20	5,795	1.16							
ugust 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14875.45	7,765	1.92							
ugust 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2308.68	1,089	2.12							
ugust 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	669.20	1,195	0.56							
ugust 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2977.88	1,089	2.73							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3713.60	6,752	0.55							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7574.22	13,059	0.58							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11287.82	6,752	1.67							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	263.76	1,099	0.24							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	812.21	1,981	0.41							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1265.92	989	1.28							
August 2016	Pre-Ordering	PO-1-IMA GUI	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	Diagnostic	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	Diagnostic	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	Diagnostic	N/A	3937.00	775	5.08							
August 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	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	Diagnostic	N/A	3775.20	3,146	1.20							
August 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5605.20	1,620	3.46							
August 2016	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	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	70	51.43%							
August 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	524	660	79.39%							
August 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,654	2,666	99.55%							
August 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	36	37	97.30%							
August 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	524	525	99.81%							
August 2016	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	21:15	2	10:38							
August 2016	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	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%	22	22	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 Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	560	560	100.00%							_
August 2016 August 2016	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	300	300	100.00%							-
August 2016	Pre-Ordering Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	21	21	100.00%							-
August 2016 August 2016	Pre-Ordering Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	28	64	43.75%	49.61%	-	103	4.85%	6 21.49%	-11.370783	3 -7.9129
July 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1 753	1 754	99.94%	49.01%	5	103	4.00%	21.49%	-11.370703	-7.9129
,	Billing	BI-3A				N/A	1,753	1,754	99.94%							
July 2016 July 2016	Billing	BI-3A BI-3B	Billing Accuracy - Adjustments for Errors Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate Reciprocal Compensation	Diagnostic Diagnostic	N/A	1,327,448	1,346,228	100.00%							
,		BI-3B BI-4A				N/A	13,138	2.767	99.75%	5.02%	59.927	60.587	98.91%	6 10.38%	-4.14474	4 -3.5198
July 2016	Billing		UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity					5.02%	59,927	60,587	98.91%	10.38%	-4.144/4	-3.5198
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	Diagnostic	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	Diagnostic	N/A	5746.52	37,606	0.15							
luly 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%							
luly 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,880	29,880	100.00%							
July 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,880	29,880	100.00%							
July 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840	100.00%							
July 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,565	41,565	100.00%							
luly 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,600	21,600	100.00%							
luly 2016	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
luly 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	11	36.36%	48.10%	7	10	70.00%	45.83%	1.103463	-0.3291
luly 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	4	6	66.67%							
luly 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	8	19	42.11%							
July 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	24	42	57.14%	49.49%	8	11	72.73%	44.54%	0.582034	4 -0.6461
July 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - XDSLi	Diagnostic	N/A	0	1	0.00%							
July 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	5	9	55.56%	49.69%	14	17	82.35%	38.12%	1.000524	4 -0.3917
luly 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	1	100.00%							
luly 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%							
uly 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	9 -1.0133
uly 2016	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	0	3	0.00%	0.00%	223	495				
uly 2016	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	1	3	33.33%	47.14%	1,502	3,694				
uly 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				
uly 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	49:01	11	4:27	1:40	22:18	5				
uly 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	24:27	8	4:04	3:12	22.10	5	4.20	3.00	-0.002330	-1.0014
luly 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						-
uly 2016 uly 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	198:42	19	4:44	4:24	25:52		4:19	9 2:48	0.062707	7 -0.9618
uly 2016 uly 2016	Maintenance and Repair Maintenance and Repair	MR-6D MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable Unbundled Loop - XDSI i		N/A N/A	198:42 7:00	42	4:44 7:00	4:24 0:00	25:52 27:09	6	4:15 3:53			
	Maintenance and Repair Maintenance and Repair	MR-6D MR-6D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	Unbundled Loop - XDSLi Unbundled Loop Analog	Parity Parity	N/A N/A	7:00 500:17	1 53	7:00 9:26	0:00	27:09 120598:15	2.924	0.00			
uly 2016																
uly 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	2 -1.3284
uly 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						
uly 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						
	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	13:37	3	4:32	5:12	154:25	13	11:53	33:52	-0.338319	9 -1.2056
uly 2016 uly 2016	Maintenance and Repair	MR-6F	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	26:03	8	3:15	0:47	34774:37	729	47:42	2 53:05	-2.355403	3 -2.4319

Month	PID Category	PID	PID Title	Product Category			CLEC Numerator	CLEC Denominator			CTL-Q Numerator	CTL-Q Denominator		L-Q Standard Deviation 1		
uly 2016	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	3	0.00%	0.00%	2	4	50.00%	50.00%	-1.309307	-1.79600
ly 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	11	36.36%	48.10%	3	12	25.00%	43.30%	0.139635	-0.9151
ly 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	0.00%	0.00%	-1.067571	-1.6490
y 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	
y 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	25.00%	43.30%	-0.755929	-1.459
y 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	25.00%	43.30%	-0.5547	-1.337
v 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	3	53	5.66%	23.11%	361	3.237	11.15%	31.48%	-1.259884	-1.765
y 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	17.65%	38.12%	0.433851	-0.736
ly 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%			17.0070	00.1270	0.400001	0.700
ıly 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%					\rightarrow	
ıly 2016 ıly 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable		N/A	0	1	0.00%	0.00%		17	17 65%	38 12%	-0.739208	-1 4494
,					Parity		0	3	0.00.0	0.0070	3					
uly 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	-1.6326
uly 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	-0.6038
uly 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	-1.4520
uly 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	-1.4738
uly 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	-0.7721
ıly 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	-0.0583
ıly 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	0.10%	3.13%	0.297925	-0.8188
ly 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	-1.4552
ılv 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	1	24	4.17%	19.98%	29	2.915	0.99%	9.92%	0.775486	-0.5285
ly 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	-6.9153
ıly 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%	4,010	300,304	0.7376	0.0370	-0.123013	-2.9411
							- 1									
uly 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%						-2.9906
uly 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%							
ıly 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%							
uly 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	45	1	45.00							
ıly 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						
uly 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	-2.4526
uly 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%						
uly 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	1.2610
uly 2016	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	90.00%	1	- 1	100.00%	0.0076	- '	2	50.0070	00.0070	2.710010	7.2010
uly 2016 uly 2016	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A		1	100.00%	0.00%	1.173	1,176	99.74%	5.04%	-0.050551	-1.0307
			The state of the s				1	- 1		0.00%	1,173	1,170	99.74%	5.04%	-0.050551	-1.0307
uly 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00% N/A	2	2	100.00%							
uly 2016	Ordering and Provisioning	01 05	Interval Zone 1 Areas	LIS Trunk	Parity	1471	4	4	100.00%	0.00%	5	5	100.00%	0.00%		
uly 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	1	1	100.00%							
uly 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	187	212	88.21%							
uly 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	27	36	75.00%	43.30%	1	1	100.00%	0.00%	-0.695908	-1.4230
uly 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	62	69	89.86%							
ulv 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	4	5	80.00%							
uly 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	3	3	100.00%	0.00%		
uly 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	7	. 8	87.50%		-	-			$\overline{}$	
uly 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%		
uly 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%			100.00%	0.0076	2	2	100.0076	0.0076		
,						0.010.010	1	1								
uly 2016	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	6.00	4	1	4.00							
luly 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	10	2	5.00							
uly 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	22	1	22.00	0.00						
uly 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	2	1	2.00							
uly 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	586	175	3.35							
uly 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	175	34	5.15							
uly 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	606	66	9.18							
uly 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	22	5	4.40							
ulv 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	21	7	3.00						$\overline{}$	
uly 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	5		5.00							
uly 2016 uly 2016	Ordering and Provisioning Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Benchmark	6.00	5	1	5.00							
							5	1					407 777			
uly 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	6	6	100.00%	0.00%	10	10	100.00%	0.00%		
uly 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	1	1	100.00%	0.00%	2,970	3,267	90.91%	28.75%	-0.316179	-1.1922
uly 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%		
uly 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%		
uly 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	-2.2372
uly 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	-1.795
uly 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	66	70	94.29%	23.21%	2,364	2,537	93.18%	25.21%	-0.361737	-1.219
uly 2016	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	4	4	100.00%							
uly 2016	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	2,665	2,665	100.00%							
uly 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6405.96	19.412	0.33						\rightarrow	
uly 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15570.00	12,975	1.20						\rightarrow	
	Pre-Ordering Pre-Ordering	PO-1-IMA GUI		TOTAL		N/A N/A	21975.96	12,975	1.13						\rightarrow	
uly 2016 uly 2016		PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A N/A		19,412								
	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)		Diagnostic		3288.48		0.78							
ly 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3876.63	4,216	0.92							
ly 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	701.51	1,711	0.41							
ly 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1320.90	1,295	1.02							
ly 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2022.41	1,711	1.18							
ly 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3120.92	3,806	0.82							
ly 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8219.67	3,859	2.13							
ly 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11340.59	3,806	2.98				_		\rightarrow	
ly 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8049.60	7 740	1.04						\rightarrow	
ly 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6893.64	5,892	1.17						\rightarrow	
	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL		N/A N/A	14943.54	5,892 7.740	1.17							
ly 2016					Diagnostic			.,								
ly 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2305.80	1,098	2.10							
ly 2016	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	630.18	1,167	0.54							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2935.98	1,098	2.67							
									0.54							
ıly 2016 ıly 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3619.62	6,703	0.54							

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
luly 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	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	240.46	1,093	0.22							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	794.00	1,985	0.40							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1214.12	956	1.27							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2248.58	1,985	1.13							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2336.29	3,487	0.67							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	52296.51	2,751	19.01							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54632.80	3,487	15.67							
July 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8584.20	4,518	1.90							
July 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7801.30	4,589	1.70							
July 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67213.80	6,915	9.72							
July 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR 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	90.00%	25	25	100.00%							
July 2016	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	180	181	99.45%							
July 2016	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	441	441	100.00%							
July 2016	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	3	3	100.00%							
July 2016	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	8	8	100.00%							
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