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# *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 | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| July 2017 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 1,949 | 1,952 | 99.85% | | | | | | | |
| July 2017 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 1,134,487 | 1,134,487 | 100.00% | | | | | | | |
| July 2017 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 6,712 | 6,712 | 100.00% | | | | | | | |
| July 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 | -2.927061 |
| July 2017 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 6,712 | 6,712 | 100.00% | | | | | | | |
| July 2017 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 4,045,810 | 3,766,648 | 1.07 | | | | | | | |
| July 2017 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 4837.32 | 29,943 | 0.16 | | | | | | | |
| July 2017 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 29,880 | 29,880 | 100.00% | | | | | | | |
| July 2017 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 29,880 | 29,880 | 100.00% | | | | | | | |
| July 2017 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 29,880 | 29,880 | 100.00% | | | | | | | |
| July 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 | | | | | | | | |
| July 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% | | | | | | | |
| July 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% | | | | | | | |
| July 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 | 0.055447 |
| July 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 | -1.640843 |
| July 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% | | | | | | |
| July 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% | | | | | | | |
| July 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 | -1.261623 |
| July 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 | -0.069269 |
| July 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 | -1.137876 |
| July 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 | -1.479602 |
| July 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 | -0.362018 |
| July 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 | -1.685097 |
| July 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 | | |
| July 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 | -0.254324 |
| 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 | -5.137027 |
| 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 | -0.78856 |
| July 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 | | | | | | |
| July 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 | | | | | | |
| July 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 | -1.609492 |
| July 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 | -1.536019 |
| 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 | -1.426465 |
| 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 | -1.459524 |
| 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 | -0.486682 |
| 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 | -0.190594 |
| 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 | -0.701482 |
| 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 | -1.240359 |
| July 2017 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - XDSLi | Parity | N/A | 0 | 2,513 | 0.00% | | 25 | 2,513 | 0.99% | 9.92% | -0.446517 | -1.271463 |
| 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 | -7.028489 |
| July 2017 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 5 | 33,720 | 0.02% | 0.13% | | | | | | -2.954157 |
| 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% | | | | | | -2.992518 |
| 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% | | | | | | | |
| July 2017 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | Sub-Loop Unbundling | Diagnostic | N/A | 11 | 1 | 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 | | |
| July 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 | -1.394044 |
| July 2017 | Ordering and Provisioning | OP-15B-RD | Pending Orders Delayed for Facilities | Unbundled Loop - DS1 Capable | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 1 | 1 | 100.00% | 0.00% | | |
| July 2017 | Ordering and Provisioning | OP-15B-RD | Pending Orders Delayed for Facilities | Unbundled Loop Analog | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 140 | 317 | 44.16% | 49.66% | -0.88796 | -1.539841 |
| July 2017 | Ordering and Provisioning | OP-3C | No dispatches | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 765 | 771 | 99.22% | 8.79% | -0.088504 | -1.053807 |
| July 2017 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 90.00% | 0 | 1 | 0.00% | | | | | | | |
| July 2017 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 90.00% | 116 | 123 | 94.31% | | | | | | | |
| July 2017 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop - DS1 Capable | Parity | N/A | 20 | 25 | 80.00% | 40.00% | | | | | | |
| July 2017 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 31 | 36 | 86.11% | | | | | | | |
| July 2017 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 90.00% | 2 | 2 | 100.00% | | | | | | | |
| July 2017 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 1 | 1 | 100.00% | 0.00% | | | | | | |
| July 2017 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 90.00% | 8 | 12 | 66.67% | | | | | | | |
| July 2017 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| July 2017 | Ordering and Provisioning | OP-4C | No dispatches | Residence | Parity | N/A | 1 | 1 | 1.00 | 0.00 | 361 | 292 | 1.24 | 0.58 | -0.405063 | -1.246261 |
| July 2017 | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 6.00 | 12 | 1 | 12.00 | | | | | | | |
| July 2017 | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 6.00 | 364 | 86 | 4.23 | | | | | | | |
| July 2017 | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop - DS1 Capable | Benchmark | 5.50 | 114 | 25 | 4.56 | | | | | | | |
| July 2017 | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop Analog | Benchmark | 6.00 | 189 | 39 | 4.85 | | | | | | | |
| July 2017 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 6.00 | 5 | 1 | 5.00 | | | | | | | |
| July 2017 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 6.00 | 37 | 8 | 4.63 | | | | | | | |
| July 2017 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 6.00 | 5 | 1 | 5.00 | | | | | | | |
| July 2017 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 3,422 | 3,427 | 99.85% | | | | | | | |
| July 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 6375.27 | 19,319 | 0.33 | | | | | | | |
| July 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 15832.56 | 12,872 | 1.23 | | | | | | | |
| July 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 22207.83 | 19,319 | 1.15 | | | | | | | |
| July 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 3289.26 | 4,217 | 0.78 | | | | | | | |
| July 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 3776.11 | 4,217 | 0.90 | | | | | | | |
| July 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 721.60 | 1,760 | 0.41 | | | | | | | |
| July 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 1310.04 | 1,213 | 1.08 | | | | | | | |
| July 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 2031.64 | 1,760 | 1.15 | | | | | | | |
| July 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 3219.57 | 3,879 | 0.83 | | | | | | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| July 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 7982.95 | 3,713 | 2.15 | | | | | | | |
| July 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 11202.52 | 3,879 | 2.89 | | | | | | | |
| July 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 8154.64 | 7,841 | 1.04 | | | | | | | |
| July 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6608.16 | 5,648 | 1.17 | | | | | | | |
| July 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 14762.80 | 7,841 | 1.88 | | | | | | | |
| July 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 2272.47 | 1,077 | 2.11 | | | | | | | |
| July 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 690.78 | 1,191 | 0.58 | | | | | | | |
| July 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 2963.25 | 1,077 | 2.75 | | | | | | | |
| July 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 3343.08 | 6,429 | 0.52 | | | | | | | |
| July 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 7778.56 | 13,184 | 0.59 | | | | | | | |
| July 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 11121.64 | 6,429 | 1.73 | | | | | | | |
| July 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 228.90 | 1,090 | 0.21 | | | | | | | |
| July 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 791.20 | 1,978 | 0.40 | | | | | | | |
| July 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 1248.00 | 960 | 1.30 | | | | | | | |
| July 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 2268.10 | 1,978 | 1.15 | | | | | | | |
| July 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 2236.00 | 3,440 | 0.65 | | | | | | | |
| July 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 50227.52 | 2,638 | 19.04 | | | | | | | |
| July 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 52463.52 | 3,440 | 15.25 | | | | | | | |
| July 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 8737.47 | 4,623 | 1.89 | | | | | | | |
| July 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 | | | | | | | |
| July 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 67725.40 | 6,982 | 9.70 | | | | | | | |
| July 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 | | | | | | | |
| July 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 47393.89 | 3,467 | 13.67 | | | | | | | |
| July 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 | | | | | | | |
| July 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 | | | | | | | |
| July 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 | | | | | | | |
| July 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML) | XML Request/Response | Diagnostic | N/A | 5715.92 | 1,652 | 3.46 | | | | | | | |
| July 2017 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 2,121 | 2,635 | 80.49% | | | | | | | |
| July 2017 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 33 | 70 | 47.14% | | | | | | | |
| July 2017 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 361 | 442 | 81.67% | | | | | | | |
| July 2017 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 2,121 | 2,132 | 99.48% | | | | | | | |
| July 2017 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 33 | 33 | 100.00% | | | | | | | |
| July 2017 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 361 | 367 | 98.37% | | | | | | | |
| July 2017 | Pre-Ordering | PO-3C | LSRs received via facsimile | Product Aggregate | Diagnostic | N/A | 3:29 | 1 | 3:29 | | | | | | | |
| July 2017 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 460:55 | 307 | 1:30 | | | | | | | |
| July 2017 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 32 | 32 | 100.00% | | | | | | | |
| July 2017 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 350 | 359 | 97.49% | | | | | | | |
| July 2017 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 1,931 | 1,965 | 98.27% | | | | | | | |
| July 2017 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 16 | 16 | 100.00% | | | | | | | |
| July 2017 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 116 | 120 | 96.67% | | | | | | | |
| July 2017 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 449 | 449 | 100.00% | | | | | | | |
| July 2017 | Pre-Ordering | PO-5C-(c) | FOCs on Time for manual LSRs via Facsimile | LNP | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| July 2017 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 13 | 13 | 100.00% | | | | | | | |
| July 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% | 21.79% | -3.378714 | -3.054112 |
| June 2017 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 1,356 | 1,357 | 99.93% | | | | | | | |
| June 2017 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 1,154,302 | 1,157,225 | 99.75% | | | | | | | |
| June 2017 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 8,848 | 8,848 | 100.00% | | | | | | | |
| June 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 | -4.024296 |
| June 2017 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 8,848 | 8,848 | 100.00% | | | | | | | |
| June 2017 | Collocation | CP-2C | Collocations with Intervals Longer than 120 Days | All | Diagnostic | N/A | 2 | 2 | 100.00% | | | | | | | |
| June 2017 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 3,753,640 | 3,491,456 | 1.08 | | | | | | | |
| June 2017 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 5321.72 | 30,635 | 0.17 | | | | | | | |
| June 2017 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 29,520 | 29,520 | 100.00% | | | | | | | |
| June 2017 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 29,520 | 29,520 | 100.00% | | | | | | | |
| June 2017 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 29,520 | 29,520 | 100.00% | | | | | | | |
| June 2017 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 41,760 | 41,760 | 100.00% | | | | | | | |
| June 2017 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 40,740 | 40,740 | 100.00% | | | | | | | |
| June 2017 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EASE | Diagnostic | N/A | 26,880 | 26,880 | 100.00% | | | | | | | |
| June 2017 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EXACT | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| June 2017 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| June 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 | -1.865138 |
| June 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% | | |
| June 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% | | | | | | | |
| June 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% | | | | | | | |
| June 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 | -1.164516 |
| June 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 | -1.12568 |
| June 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% | | | | | | | |
| June 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% | 49.44% | 1.111736 | -0.324113 |
| June 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 | 9 | 5:08 | 3:32 | -1.410416 | -1.857472 |
| June 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 | 0:00 | | |
| June 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 | | | | | | |
| June 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 | | | | | | |
| June 2017 | 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 | 3:50 | -0.404289 | -1.24579 |
| June 2017 | 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 | 36:16 | -6.222712 | -4.78314 |
| June 2017 | Maintenance and Repair | 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 | 3:31 | 2:14 | 0.809896 | -0.507618 |
| June 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 | | | | | | |
| June 2017 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 29:46 | 3 | 9:55 | 7:56 | 27243:33 | 837 | 32:33 | 30:59 | -1.262309 | -1.767429 |
| June 2017 | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 9 | 0.00% | 0.00% | 1 | 10 | 10.00% | 30.00% | -0.725476 | -1.441058 |
| June 2017 | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | LIS Trunk | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 0 | 1 | 0.00% | 0.00% | | |
| June 2017 | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 1 | 5 | 20.00% | 40.00% | | | | | | |
| June 2017 | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 1 | 18 | 5.56% | 22.91% | | | | | | |
| June 2017 | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop - DS1 Capable | Parity | N/A | 4 | 38 | 10.53% | 30.69% | 1 | 10 | 10.00% | 30.00% | -0.595437 | -1.362 |

| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| June 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 |
| June 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 |
| June 2017 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 1 | 0.00% | 0.00% | | | | | | |
| June 2017 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 0 | 3 | 0.00% | 0.00% | 126 | 905 | 13.92% | 34.62% | -0.695438 | -1.422796 |
| June 2017 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 12 | 708 | 1.69% | 12.91% | 19 | 1,811 | 1.05% | 10.19% | 1.429924 | -0.130668 |
| June 2017 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 2 | 70,192 | 0.00% | 0.53% | 1 | 55,873 | 0.00% | 0.42% | 0.441749 | -0.731436 |
| June 2017 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 0 | 53 | 0.00% | | 3,603 | 308,191 | 1.17% | 10.75% | -0.791729 | -1.481337 |
| June 2017 | Maintenance and Repair | MR-8 | Trouble Rate | SUB-LOOP UNBUNDLING | Parity | N/A | 0 | 220 | 0.00% | | 20 | 2,538 | 0.79% | 8.84% | -1.268081 | -1.770939 |
| June 2017 | Maintenance and Repair | MR-8 | Trouble Rate | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 5 | 1,885 | 0.27% | 5.14% | 0 | 981 | 0.00% | | | |
| June 2017 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 19 | 13,720 | 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 | 4,379 | 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 | 20 | 0.00% | | 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 | 22,268 | 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% | | | | | | -2.99394 |
| June 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% | 0.02% | | | | | | -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 | 33,744 | 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 | 9 | 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 | 5 | 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 | 19,946 | 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 | 19,946 | 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 | 1,198 | 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 | 3,458 | 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 | 3,458 | 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 | 1,087 | 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 | 13,549 | 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 | 954 | 1.30 | | | | | | | |
| June 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 2310.23 | 1,995 | 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 | 2,780 | 19.13 | | | | | | | |
| June 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 55834.60 | 3,685 | 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 | 6,975 | 9.86 | | | | | | | |
| June 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 26409.24 | 6,318 | 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 | 3,478 | 13.48 | | | | | | | |
| June 2017 | 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 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 15057.00 | 4,780 | 3.15 | | | | | | | |

| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| June 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 | | | | | | | |
| June 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML) | XML Request/Response | Diagnostic | N/A | 5577.52 | 1,612 | 3.46 | | | | | | | |
| June 2017 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 2,137 | 2,625 | 81.41% | | | | | | | |
| June 2017 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 20 | 49 | 40.82% | | | | | | | |
| June 2017 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 426 | 501 | 85.03% | | | | | | | |
| June 2017 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 2,137 | 2,146 | 99.58% | | | | | | | |
| June 2017 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 20 | 20 | 100.00% | | | | | | | |
| June 2017 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 426 | 430 | 99.07% | | | | | | | |
| June 2017 | Pre-Ordering | PO-3C | LSRs received via facsimile | Product Aggregate | Diagnostic | N/A | 99:28 | 6 | 16:35 | | | | | | | |
| June 2017 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 302:01 | 287 | 1:03 | | | | | | | |
| June 2017 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 19 | 19 | 100.00% | | | | | | | |
| June 2017 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 413 | 413 | 100.00% | | | | | | | |
| June 2017 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 1,943 | 1,943 | 100.00% | | | | | | | |
| June 2017 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 17 | 17 | 100.00% | | | | | | | |
| June 2017 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 154 | 160 | 96.25% | | | | | | | |
| June 2017 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 457 | 457 | 100.00% | | | | | | | |
| June 2017 | Pre-Ordering | PO-5C-(c) | FOCs on Time for manual LSRs via Facsimile | LNP | Benchmark | 90.00% | 2 | 2 | 100.00% | | | | | | | |
| June 2017 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 4 | 4 | 100.00% | | | | | | | |
| June 2017 | Pre-Ordering | PO-9B | Unbundled Loops | Unbundled Loops and Number Portability | Parity | N/A | 13 | 43 | 30.23% | 45.93% | 1 | 69 | 1.45% | 11.95% | -12.39609 | -8.536288 |
| May 2017 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 1,714 | 1,718 | 99.77% | | | | | | | |
| May 2017 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 1,160,944 | 1,165,345 | 99.62% | | | | | | | |
| May 2017 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 2,383 | 2,383 | 100.00% | | | | | | | |
| May 2017 | 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 | -4.356769 |
| May 2017 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 2,383 | 2,383 | 100.00% | | | | | | | |
| May 2017 | Collocation | CP-2C | Collocations with Intervals Longer than 120 Days | All | Diagnostic | N/A | 1 | 1 | 100.00% | | | | | | | |
| May 2017 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 4,428,448 | 4,099,559 | 1.08 | | | | | | | |
| May 2017 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 5286.08 | 30,166 | 0.18 | | | | | | | |
| May 2017 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| May 2017 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| May 2017 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| May 2017 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 43,200 | 43,200 | 100.00% | | | | | | | |
| May 2017 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 42,180 | 42,180 | 100.00% | | | | | | | |
| May 2017 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EASE | Diagnostic | N/A | 27,960 | 27,960 | 100.00% | | | | | | | |
| May 2017 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EXACT | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| May 2017 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| May 2017 | 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 | -1.295166 |
| May 2017 | Maintenance and Repair | MR-5A | All Troubles Cleared w/i 4 Hours-Zone 1 | LIS Trunk | Parity | N/A | 1 | 1 | 100.00% | 0.00% | | | | | | |
| May 2017 | 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% | | | | | | | |
| May 2017 | Maintenance and Repair | MR-5A | All Troubles Cleared w/i 4 Hours-Zone 1 | Unbundled Loop - 2 Wire Non-Loaded | Diagnostic | N/A | 3 | 10 | 30.00% | | | | | | | |
| May 2017 | 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% | 9 | 15 | 60.00% | 48.99% | -0.284255 | -1.172815 |
| May 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% | 14 | 19 | 73.68% | 44.03% | 1.281552 | -0.220872 |
| May 2017 | 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% | | | | | | |
| May 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% | 13 | 18 | 72.22% | 44.79% | -0.421941 | -1.256522 |
| May 2017 | 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% | 49.14% | 0.62257 | -0.621504 |
| May 2017 | 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 | 53.48% | 49.88% | -0.932528 | -1.566937 |
| May 2017 | 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 | 0.438194 |
| May 2017 | 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 | -1.246422 |
| May 2017 | 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 | -1.433126 |
| May 2017 | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | LIS Trunk | Parity | N/A | 1:09 | 1 | 1:09 | 0:00 | | | | | | |
| May 2017 | 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 | | |
| May 2017 | 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 | 1 | 4:12 | 0:00 | | |
| May 2017 | 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 | 14 | 5:58 | 5:16 | -1.027192 | -1.624489 |
| May 2017 | 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 | 34:39 | 83:01 | -2.600497 | -2.58099 |
| May 2017 | 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 | -0.656438 |
| May 2017 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | LIS Trunk | Parity | N/A | 203:32 | 2 | 101:46 | 137:11 | | | | | | |
| May 2017 | 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 | -1.135206 |
| May 2017 | 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 | 37:26 | 41:59 | -2.275743 | -2.383554 |
| May 2017 | 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 | -1.217529 |
| May 2017 | 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 | 40.00% | 48.99% | -0.745356 | -1.453144 |
| May 2017 | 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% | 39.03% | -0.252397 | -1.153447 |
| May 2017 | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | LIS Trunk | Parity | N/A | 0 | 1 | 0.00% | 0.00% | | | | | | |
| May 2017 | 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 | 1 | 0.00% | 0.00% | | |
| May 2017 | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 10 | 0.00% | 0.00% | 0 | 1 | 0.00% | 0.00% | | |
| May 2017 | 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 | 16 | 18.75% | 39.03% | -0.261488 | -1.158974 |
| May 2017 | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop Analog | Parity | N/A | 4 | 58 | 6.90% | 25.34% | 502 | 3,854 | 13.03% | 33.66% | -1.376446 | -1.83682 |
| May 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% | 6 | 19 | 31.58% | 46.48% | -0.913874 | -1.555596 |
| May 2017 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | LIS Trunk | Parity | N/A | 0 | 2 | 0.00% | 0.00% | | | | | | |
| May 2017 | 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 | -0.942693 |
| May 2017 | 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 | -1.101578 |
| May 2017 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 9 | 726 | 1.24% | 11.06% | 30 | 1,853 | 1.62% | 12.62% | -0.68646 | -1.417338 |
| May 2017 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 3 | 70,960 | 0.00% | 0.65% | 0 | 56,209 | 0.00% | | | |
| May 2017 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 1 | 53 | 1.89% | 13.61% | 3,933 | 311,518 | 1.26% | 11.17% | 0.024854 | -0.98489 |
| May 2017 | Maintenance and Repair | MR-8 | Trouble Rate | SUB-LOOP UNBUNDLING | Parity | N/A | 1 | 223 | 0.45% | 6.68% | 35 | 2,596 | 1.35% | 11.53% | -1.118067 | -1.679737 |
| May 2017 | Maintenance and Repair | MR-8 | Trouble Rate | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 2 | 1,952 | 0.10% | 3.20% | 1 | 996 | 0.10% | 3.17% | 0.016683 | -0.989857 |
| May 2017 | 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% | 3.17% | -0.273749 | -1.166422 |
| May 2017 | 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 | -2.148475 |
| May 2017 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - XDSLi | Parity | N/A | 0 | 55 | 0.00% | 0.00% | 35 | 2,588 | 1.35% | 11.55% | -0.521617 | -1.317121 |
| May 2017 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 68 | 22,538 | 0.30% | 5.48% | 4,778 | 464,296 | 1.03% | 10.09% | -10.566765 | -7.424137 |
| May 2017 | Maintenance and Repair | MR-9B | Repair Appointments Met-Disp out MSA | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 604 | 703 | 85.92% | 34.78% | 1.071175 | -0.348772 |
| May 2017 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 3 | 34,296 | 0.01% | 0.16% | | | | | | -2.975122 |
| May 2017 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 1 | 13,087 | 0.00% | 0.05% | | | | | | -2.987566 |
| May 2017 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 3 | 34,296 | 0.01% | | | | | | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| May 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% | | | | | | | |
| May 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 | | | | | | |
| May 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 | -0.518122 |
| May 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 | -2.987303 |
| May 2017 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 90.00% | 2 | 2 | 100.00% | | | | | | | |
| May 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 | -1.901928 |
| 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 | 93.79% | 24.12% | -0.5161 | -1.313766 |
| May 2017 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 7,331 | 7,338 | 99.90% | | | | | | | |
| May 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 6919.85 | 19,771 | 0.35 | | | | | | | |
| May 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 15725.16 | 12,996 | 1.21 | | | | | | | |
| May 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 22645.01 | 19,771 | 1.15 | | | | | | | |
| May 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 3135.76 | 4,126 | 0.76 | | | | | | | |
| May 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 3596.20 | 4,126 | 0.87 | | | | | | | |
| May 2017 | Pre-Ordering | PO-1-IMA GUI | 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 | PO-1-IMA GUI | 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 | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | |
| May 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 14819.16 | 7,788 | 1.90 | | | | | | | |
| May 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 2196.03 | 1,031 | 2.13 | | | | | | | |
| May 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 667.52 | 1,192 | 0.56 | | | | | | | |
| May 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 2863.55 | 1,031 | 2.78 | | | | | | | |
| 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 | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 7429.38 | 13,034 | 0.57 | | | | | | | |
| May 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 11083.94 | 6,526 | 1.70 | | | | | | | |
| May 2017 | Pre-Ordering | PO-1-IMA GUI | 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-XML | 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 (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 68673.36 | 6,979 | 9.84 | | | | | | | |
| May 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 | | | | | | | |
| May 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 46869.96 | 3,477 | 13.48 | | | | | | | |
| May 2017 | Pre-Ordering | PO-1-XML | 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 | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 8 | 8 | 100.00% | | | | | | | |
| May 2017 | Pre-Ordering | 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 | -2.049811 |
| 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 | -3.865857 |
| 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 | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| April 2017 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 3,035,607 | 2,803,161 | 1.08 | | | | | | | |
| April 2017 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 5182.71 | 26,034 | 0.20 | | | | | | | |
| April 2017 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 27,360 | 27,360 | 100.00% | | | | | | | |
| April 2017 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 28,800 | 28,800 | 100.00% | | | | | | | |
| April 2017 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 27,036 | 27,360 | 98.82% | | | | | | | |
| April 2017 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 41,400 | 41,400 | 100.00% | | | | | | | |
| April 2017 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 40,125 | 40,125 | 100.00% | | | | | | | |
| April 2017 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EASE | Diagnostic | N/A | 25,500 | 25,500 | 100.00% | | | | | | | |
| April 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 | 1 | 100.00% | | | | | | | |
| April 2017 | Maintenance and Repair | MR-5A | All Troubles Cleared w/i 4 Hours-Zone 1 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 7 | 9 | 77.78% | 41.57% | 5 | 13 | 38.46% | 48.65% | -1.863661 | -2.133025 |
| April 2017 | Maintenance and Repair | MR-5A | All Troubles Cleared w/i 4 Hours-Zone 1 | UNBUNDLED LOOP - ADSL COMPATIBLE | Diagnostic | N/A | 3 | 4 | 75.00% | | | | | | | |
| April 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% | | | | | | | |
| April 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 | 33.33% | 47.14% | -2.148345 | -2.306101 |
| April 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 | 0.027825 |
| April 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% | | |
| April 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 | -0.433751 |
| April 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 | -2.853693 |
| April 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 | -1.789238 |
| April 2017 | Maintenance and Repair | MR-6B | Mean Time to Restore disp out MSA | SUB-LOOP UNBUNDLING | Parity | N/A | 26:23 | 2 | 13:11 | 10:36 | 34254:09 | 729 | 46:59 | 139:07 | -0.343102 | -1.208591 |
| April 2017 | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 22:51 | 9 | 2:32 | 1:06 | 59:54 | 11 | 5:27 | 1:53 | -3.448804 | -3.096724 |
| April 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 | | | | | | |
| April 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 | | | | | | |
| April 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 | 5:20 | 1:45 | -0.281926 | -1.171399 |
| April 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 | -3.294945 |
| April 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 | 3:49 | 0.658838 | -0.599455 |
| April 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 | 1:22 | -0.709523 | -1.431359 |
| April 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 | 3:34 | 3:49 | -0.147714 | -1.089804 |
| April 2017 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 18:13 | 6 | 3:02 | 1:33 | 34869:13 | 759 | 45:56 | 136:32 | -0.766721 | -1.466133 |
| April 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 | -0.738136 |
| April 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 | -1.507206 |
| April 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% | | | | | | |
| April 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% | | | | | | |
| April 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 | -1.939808 |
| April 2017 | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop Analog | Parity | N/A | 8 | 60 | 13.33% | 33.99% | 464 | 3,845 | 12.07% | 32.58% | 0.147764 | -0.910166 |
| April 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% | 3 | 10 | 30.00% | 45.83% | -0.845154 | -1.513817 |
| April 2017 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | LIS Trunk | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0 | 2 | 0.00% | 0.00% | | |
| April 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 | -1.672745 |
| April 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 | -1.556939 |
| April 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 | -1.281457 |
| April 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 | -1.724574 |
| April 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 | -1.500055 |
| April 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% | 9.69% | -0.070135 | -1.042639 |
| April 2017 | Maintenance and Repair | MR-8 | Trouble Rate | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 4 | 2,003 | 0.20% | 4.46% | 0 | 912 | 0.00% | | | |
| April 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 | 0.00% | | | |
| April 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 | -2.025662 |
| April 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 | -1.265445 |
| April 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 | -7.371873 |
| April 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% | | | | | | -2.962216 |
| April 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% | | | | | | -2.976624 |
| April 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% | | | | | | | |
| April 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% | | | | | | | |
| April 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 | 121.29 | 184.78 | -0.864812 | -1.525769 |
| April 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 | 51.32% | 49.98% | -4.649963 | -3.826977 |
| April 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% | | |
| April 2017 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 90.00% | 83 | 96 | 86.46% | | | | | | | |
| April 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% | | |
| April 2017 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 13 | 16 | 81.25% | | | | | | | |
| April 2017 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 90.00% | 3 | 3 | 100.00% | | | | | | | |
| April 2017 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 2 | 2 | 100.00% | 0.00% | | | | | | |
| April 2017 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 90.00% | 10 | 10 | 100.00% | | | | | | | |
| April 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 | -1 |
| April 2017 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 2 | 2 | 100.00% | | | | | | | |
| April 2017 | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 6.00 | 397 | 105 | 3.78 | | | | | | | |
| April 2017 | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop - DS1 Capable | Benchmark | 5.50 | 55 | 12 | 4.58 | | | | | | | |
| April 2017 | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop Analog | Benchmark | 6.00 | 132 | 26 | 5.08 | | | | | | | |
| April 2017 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 6.00 | 13 | 3 | 4.33 | | | | | | | |
| April 2017 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 6.00 | 12 | 6 | 2.00 | | | | | | | |
| April 2017 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop - DS1 Capable | Benchmark | 5.50 | 17 | 3 | 5.67 | | | | | | | |
| April 2017 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 6.00 | 13 | 3 | 4.33 | | | | | | | |
| April 2017 | Ordering and Provisioning | OP-5A | New Service Installation Quality | LIS Trunk | Parity | N/A | 5 | 5 | 100.00% | 0.00% | 4 | 4 | 100.00% | 0.00% | | |
| April 2017 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 137 | 145 | 94.48% | 22.83% | 6 | 6 | 100.00% | 0.00% | -0.574733 | -1.349413 |
| April 2017 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - DS1 Capable | Parity | N/A | 15 | 16 | 93.75% | 24.21% | 1 | 2 | 50.00% | 50.00% | -1.166667 | -1.709283 |
| April 2017 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop Analog | Parity | N/A | 30 | 33 | 90.91% | 28.75% | 1,695 | 1,814 | 93.44% | 24.76% | 0.322033 | -0.804218 |
| April 2017 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 4,952 | 4,964 | 99.76% | | | | | | | |
| April 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 6935.60 | 19,816 | 0.35 | | | | | | | |
| April 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 15437.18 | 12,758 | 1.21 | | | | | | | |
| April 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 22372.78 | 19,816 | 1.13 | | | | | | | |
| April 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 3261.96 | 4,182 | 0.78 | | | | | | | |
| April 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 3800.82 | 4,182 | 0.91 | | | | | | | |
| April 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 762.82 | 1,774 | 0.43 | | | | | | | |
| April 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 1213.38 | 1,134 | 1.07 | | | | | | | |

| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| April 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 1976.20 | 1,774 | 1.11 | | | | | | | |
| April 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 3337.66 | 3,881 | 0.86 | | | | | | | |
| April 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 7926.68 | 3,739 | 2.12 | | | | | | | |
| April 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 11264.34 | 3,881 | 2.90 | | | | | | | |
| April 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 8015.72 | 7,562 | 1.06 | | | | | | | |
| April 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6372.60 | 5,590 | 1.14 | | | | | | | |
| April 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 14388.32 | 7,562 | 1.90 | | | | | | | |
| April 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 2171.19 | 1,029 | 2.11 | | | | | | | |
| April 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 644.76 | 1,194 | 0.54 | | | | | | | |
| April 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 2815.95 | 1,029 | 2.74 | | | | | | | |
| April 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 3576.72 | 6,387 | 0.56 | | | | | | | |
| April 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 7980.80 | 13,760 | 0.58 | | | | | | | |
| April 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 11557.52 | 6,387 | 1.81 | | | | | | | |
| April 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 245.04 | 1,021 | 0.24 | | | | | | | |
| April 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 803.19 | 1,959 | 0.41 | | | | | | | |
| April 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 1160.46 | 921 | 1.26 | | | | | | | |
| April 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 2208.69 | 1,959 | 1.13 | | | | | | | |
| April 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 2507.01 | 3,531 | 0.71 | | | | | | | |
| April 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 52012.08 | 2,726 | 19.08 | | | | | | | |
| April 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 54519.09 | 3,531 | 15.44 | | | | | | | |
| April 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 | | | | | | | |
| April 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 7846.64 | 4,562 | 1.72 | | | | | | | |
| April 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 | | | | | | | |
| April 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 | | | | | | | |
| April 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 | | | | | | | |
| April 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 | | | | | | | |
| April 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 | | | | | | | |
| April 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 | | | | | | | |
| April 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 | | | | | | | |
| April 2017 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 2,199 | 2,774 | 79.27% | | | | | | | |
| April 2017 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 33 | 97 | 34.02% | | | | | | | |
| April 2017 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 435 | 537 | 81.01% | | | | | | | |
| April 2017 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 2,199 | 2,208 | 99.59% | | | | | | | |
| April 2017 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 33 | 33 | 100.00% | | | | | | | |
| April 2017 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 435 | 437 | 99.54% | | | | | | | |
| April 2017 | Pre-Ordering | PO-3C | LSRs received via facsimile | Product Aggregate | Diagnostic | N/A | 24:06 | 3 | 8:02 | | | | | | | |
| April 2017 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 169:06 | 222 | 0:46 | | | | | | | |
| April 2017 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 573 | 573 | 100.00% | | | | | | | |
| April 2017 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 435 | 435 | 100.00% | | | | | | | |
| April 2017 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 1,985 | 1,985 | 100.00% | | | | | | | |
| April 2017 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 137 | 137 | 100.00% | | | | | | | |
| April 2017 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 145 | 148 | 97.97% | | | | | | | |
| April 2017 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 446 | 446 | 100.00% | | | | | | | |
| April 2017 | Pre-Ordering | PO-5C-(c) | FOCs on Time for manual LSRs via Facsimile | LNP | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| April 2017 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 11 | 11 | 100.00% | | | | | | | |
| April 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 | -5.3121 |
| April 2017 | Pre-Ordering | PO-9C | LIS Trunks | LIS Trunk | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 1 | 0.00% | 0.00% | | | |
| March 2017 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 1,773 | 1,774 | 99.94% | | | | | | | |
| March 2017 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 1,649,104 | 1,649,104 | 100.00% | | | | | | | |
| March 2017 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 2,421 | 2,421 | 100.00% | | | | | | | |
| March 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 | -3.91644 |
| March 2017 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 2,421 | 2,421 | 100.00% | | | | | | | |
| March 2017 | Collocation | CP-2B | Non-Forecasted and Late Forecasted Collocations | All | Diagnostic | N/A | 1 | 1 | 100.00% | | | | | | | |
| March 2017 | Collocation | CP-2C | Collocations with Intervals Longer than 120 Days | All | Diagnostic | N/A | 1 | 1 | 100.00% | | | | | | | |
| March 2017 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 4,321,230 | 4,010,738 | 1.08 | | | | | | | |
| March 2017 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 5922.79 | 32,793 | 0.18 | | | | | | | |
| March 2017 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| March 2017 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| March 2017 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| March 2017 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 43,200 | 43,200 | 100.00% | | | | | | | |
| March 2017 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 42,180 | 42,180 | 100.00% | | | | | | | |
| March 2017 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EASE | Diagnostic | N/A | 27,960 | 27,960 | 100.00% | | | | | | | |
| March 2017 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EXACT | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| March 2017 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| March 2017 | Maintenance and Repair | MR-5A | All Troubles Cleared w/i 4 Hours-Zone 1 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 9 | 10 | 90.00% | 30.00% | 14 | 22 | 63.64% | 48.10% | -1.436995 | -1.873631 |
| March 2017 | Maintenance and Repair | MR-5A | All Troubles Cleared w/i 4 Hours-Zone 1 | UNBUNDLED LOOP - ADSL COMPATIBLE | Diagnostic | N/A | 3 | 6 | 50.00% | | | | | | | |
| March 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% | | | | | | | |
| March 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 | 64.00% | 48.00% | -0.125282 | -1.076166 |
| March 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 | -2.227424 |
| March 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% | | | | | | | |
| March 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 | -1.832479 |
| March 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 | 60.32% | 48.92% | 0.239373 | -0.854471 |
| March 2017 | Maintenance and Repair | MR-6B | Mean Time to Restore disp out MSA | Residence | Parity | N/A | 12:24 | 1 | 12:24 | 0:00 | 36422:09 | 859 | 42:24 | 47:54 | -0.62594 | -1.380545 |
| March 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 | 16:01 | 24:19 | -0.874383 | -1.531587 |
| March 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 | -1.537704 |
| March 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 | | | | | | |
| March 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 | | | | | | |
| March 2017 | Maintenance and Repair | 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 | -1.296232 |
| March 2017 | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Unbundled Loop Analog | Parity | N/A | 764:05 | 66 | 11:35 | 17:10 | 160922:45 | 4,230 | 38:03 | 41:18 | -5.166629 | -4.141087 |
| March 2017 | 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 | -1.947153 |
| March 2017 | Maintenance and Repair | 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 | | | | | | |
| March 2017 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 1:21 | 1 | 1:21 | 0:00 | 84:25 | 13 | 6:30 | 3:55 | -1.263762 | -1.768313 |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| March 2017 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 15:55 | 3 | 5:18 | 2:15 | 41977:26 | 1,045 | 40:10 | 45:33 | -1.323626 | -1.804707 |
| March 2017 | Maintenance and Repair | MR-7B | Repair Repeat Report Rate-Disp out MSA | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 102 | 901 | 11.32% | 31.68% | 1.204539 | -0.267692 |
| March 2017 | Maintenance and Repair | MR-7C | Repair Repeat Report Rate-no dispatch | Residence | Parity | N/A | 1 | 2 | 50.00% | 50.00% | 36 | 284 | 12.68% | 33.27% | 0.698604 | -0.575279 |
| March 2017 | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 1 | 10 | 10.00% | 30.00% | 3 | 25 | 12.00% | 32.50% | -0.164488 | -1.100002 |
| March 2017 | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 0 | 6 | 0.00% | 0.00% | | | | | | |
| March 2017 | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 1 | 24 | 4.17% | 19.98% | | | | | | |
| March 2017 | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop - DS1 Capable | Parity | N/A | 6 | 37 | 16.22% | 36.86% | 3 | 25 | 12.00% | 32.50% | 0.076441 | -0.953821 |
| 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 | 12.99% | 33.61% | -1.662009 | -2.01043 |
| March 2017 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 4 | 8 | 50.00% | 50.00% | 4 | 15 | 26.67% | 44.22% | 0.664814 | -0.595822 |
| March 2017 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 1 | 0.00% | | | | | | | |
| March 2017 | Maintenance and Repair | MR-7E | 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 | -0.702845 |
| March 2017 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 0 | 3 | 0.00% | | 121 | 1,126 | 10.75% | 30.97% | -0.600195 | -1.364893 |
| 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 | -1.30318 |
| March 2017 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 69,904 | 0.00% | | 0 | 56,137 | 0.00% | | | |
| 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 | -0.044897 |
| March 2017 | Maintenance and Repair | MR-8 | Trouble Rate | SUB-LOOP UNBUNDLING | Parity | N/A | 0 | 222 | 0.00% | | 40 | 2,682 | 1.49% | 12.12% | -1.761859 | -2.071134 |
| 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% | | | |
| 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 | -2.572871 |
| March 2017 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - XDSLi | Parity | N/A | 0 | 21 | 0.00% | | 40 | 2,675 | 1.50% | 12.14% | -0.562408 | -1.34192 |
| 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 | -8.626558 |
| 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 | -1.238175 |
| March 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 | -1.195095 |
| 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% | | | | | | -2.995675 |
| 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% | | | | | | -2.875883 |
| 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% | | | | | | | |
| March 2017 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 5 | 13,087 | 0.04% | | | | | | | |
| 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 | -0.544784 |
| March 2017 | Ordering and Provisioning | OP-15B-RD | Pending Orders Delayed for Facilities | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 3 | 3 | 100.00% | 0.00% | | | | | | |
| March 2017 | Ordering and Provisioning | OP-15B-RD | 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 | -2.921223 |
| March 2017 | Ordering and Provisioning | OP-3A | Dispatches within MSAs | Sub-Loop Unbundling | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| 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% | 8 | 9 | 88.89% | | | | | | | |
| March 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% | | | | | | | |
| 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% | | | | | | | |
| March 2017 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| March 2017 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 3 | 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% | | | | | | | |
| March 2017 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 9 | 0.00% | 0.00% | 4 | 4 | 100.00% | 0.00% | -2.989188 | 0.817297 |
| March 2017 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 2 | 2 | 100.00% | | | | | | | |
| 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 | OP-4B | 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 | 8 | 8.88 | | | | | | | |
| March 2017 | 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 2 Areas | LIS Trunk | Parity | | 3 | 1 | 3.00 | 0.00 | | | | | | |
| March 2017 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop - DS1 Capable | Benchmark | 5.50 | 63 | 9 | 7.00 | | | | | | | |
| March 2017 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 6.00 | 9 | 2 | 4.50 | | | | | | | |
| March 2017 | Ordering and Provisioning | OP-5A | New Service Installation Quality | LIS Trunk | Parity | N/A | 5 | 5 | 100.00% | 0.00% | 4 | 4 | 100.00% | 0.00% | | |
| March 2017 | Ordering and Provisioning | OP-5A | New Service Installation Quality | SUB-LOOP UNBUNDLING | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 5 | 5 | 100.00% | 0.00% | | |
| March 2017 | Ordering and Provisioning | OP-5A | New Service Installation Quality | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 2 | 2 | 100.00% | 0.00% | | |
| March 2017 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 143 | 151 | 94.70% | 22.40% | 2 | 2 | 100.00% | 0.00% | -1.269299 | -1.771679 |
| March 2017 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - DS1 Capable | Parity | N/A | 60 | 60 | 100.00% | 0.00% | 4 | 4 | 100.00% | 0.00% | | |
| March 2017 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop Analog | Parity | N/A | 73 | 76 | 96.05% | 19.47% | 1,888 | 2,014 | 93.74% | 24.22% | -0.815887 | -1.496024 |
| March 2017 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 3,221 | 3,241 | 99.38% | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 6937.00 | 19,820 | 0.35 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 15473.48 | 12,788 | 1.21 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 22410.48 | 19,820 | 1.13 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 3193.52 | 4,202 | 0.76 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 3721.18 | 4,202 | 0.89 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 737.02 | 1,714 | 0.43 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 1235.96 | 1,166 | 1.06 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 1972.98 | 1,714 | 1.15 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 3284.34 | 3,819 | 0.86 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 8121.30 | 3,795 | 2.14 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 11405.64 | 3,819 | 2.99 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 8027.76 | 7,719 | 1.04 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6542.40 | 5,640 | 1.16 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 14570.16 | 7,719 | 1.89 | | | | | | | |
| March 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 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 2935.10 | 1,095 | 2.68 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 3602.34 | 6,671 | 0.54 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 7477.26 | 13,118 | 0.57 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 11079.60 | 6,671 | 1.66 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 268.00 | 1,072 | 0.25 | | | | | | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 853.55 | 1,985 | 0.43 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 1244.16 | 972 | 1.28 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 2365.71 | 1,985 | 1.19 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 2346.00 | 3,450 | 0.68 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 52038.72 | 2,736 | 19.02 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 54384.72 | 3,450 | 15.76 | | | | | | | |
| March 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 | | | | | | | |
| March 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 | | | | | | | |
| March 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 | | | | | | | |
| March 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 | | | | | | | |
| March 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 | | | | | | | |
| March 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 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 14996.64 | 4,776 | 3.14 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 3795.60 | 3,163 | 1.20 | | | | | | | |
| March 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 | | | | | | | |
| March 2017 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 2,824 | 3,588 | 78.71% | | | | | | | |
| March 2017 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 43 | 112 | 38.39% | | | | | | | |
| March 2017 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 443 | 546 | 81.14% | | | | | | | |
| March 2017 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 2,824 | 2,837 | 99.54% | | | | | | | |
| March 2017 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 43 | 44 | 97.73% | | | | | | | |
| March 2017 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 443 | 445 | 99.55% | | | | | | | |
| March 2017 | Pre-Ordering | PO-3C | LSRs received via facsimile | Product Aggregate | Diagnostic | N/A | 57:35 | 3 | 19:12 | | | | | | | |
| March 2017 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 407:07 | 319 | 1:17 | | | | | | | |
| March 2017 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 560 | 560 | 100.00% | | | | | | | |
| March 2017 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 416 | 416 | 100.00% | | | | | | | |
| March 2017 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 2,513 | 2,513 | 100.00% | | | | | | | |
| March 2017 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 162 | 162 | 100.00% | | | | | | | |
| March 2017 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 168 | 177 | 94.92% | | | | | | | |
| March 2017 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 574 | 575 | 99.83% | | | | | | | |
| March 2017 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 12 | 15 | 80.00% | | | | | | | |
| March 2017 | Pre-Ordering | PO-9B | Unbundled Loops | Unbundled Loops and Number Portability | Parity | N/A | 21 | 89 | 23.60% | 42.46% | 1 | 87 | 1.15% | 10.66% | -13.967183 | -9.491445 |
| February 2017 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 1,492 | 1,493 | 99.93% | | | | | | | |
| February 2017 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 1,657,898 | 1,658,447 | 99.97% | | | | | | | |
| February 2017 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 4,755 | 4,755 | 100.00% | | | | | | | |
| February 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 | -3.885523 |
| February 2017 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 4,755 | 4,755 | 100.00% | | | | | | | |
| February 2017 | Collocation | CP-2C | Collocations with Intervals Longer than 120 Days | All | Diagnostic | N/A | 2 | 2 | 100.00% | | | | | | | |
| February 2017 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 2,967,622 | 2,759,277 | 1.08 | | | | | | | |
| February 2017 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 4833.46 | 27,365 | 0.18 | | | | | | | |
| February 2017 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 27,360 | 27,360 | 100.00% | | | | | | | |
| February 2017 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 27,360 | 27,360 | 100.00% | | | | | | | |
| February 2017 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 27,360 | 27,360 | 100.00% | | | | | | | |
| February 2017 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 38,880 | 38,880 | 100.00% | | | | | | | |
| February 2017 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 37,860 | 37,860 | 100.00% | | | | | | | |
| February 2017 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EASE | Diagnostic | N/A | 24,720 | 24,720 | 100.00% | | | | | | | |
| February 2017 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EXACT | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| February 2017 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| February 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 | -1.240004 |
| February 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% | | | | | | | |
| February 2017 | Maintenance and Repair | MR-5A | All Troubles Cleared w/i 4 Hours-Zone 1 | Unbundled Loop - 2 Wire Non-Loaded | Diagnostic | N/A | 4 | 13 | 30.77% | | | | | | | |
| February 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 | 46.15% | 49.85% | -0.677282 | -1.411758 |
| February 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 | -0.943987 |
| February 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% | | | | | | |
| February 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 | -1.503557 |
| February 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 | 48.12% | 49.96% | 0.960964 | -0.415775 |
| February 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 | 52:11 | 146:11 | 1.112321 | -0.323757 |
| February 2017 | Maintenance and Repair | MR-6B | Mean Time to Restore disp out MSA | Residence | Parity | N/A | 24:44 | 1 | 24:44 | 0:00 | 34886:49 | 750 | 46:31 | 45:09 | -0.482144 | -1.293122 |
| February 2017 | Maintenance and Repair | MR-6C | Mean Time to Restore no dispatch | Residence | Parity | N/A | 1:15 | 1 | 1:15 | 0:00 | 3370:50 | 232 | 14:32 | 23:00 | -0.575951 | -1.350153 |
| February 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 | 6:16 | 3:42 | -0.824277 | -1.501125 |
| February 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 | 0:00 | | |
| February 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 | 0:14 | 0:00 | | |
| February 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 | -1.476446 |
| February 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 | -2.571463 |
| February 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 | 5:58 | 4:14 | 0.230118 | -0.860098 |
| February 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 | | | | | | |
| February 2017 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 44:43 | 7 | 6:23 | 10:59 | 119:10 | 20 | 5:58 | 4:14 | 0.302855 | -0.815877 |
| February 2017 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 23:20 | 4 | 5:50 | 2:59 | 45881:08 | 1,014 | 45:15 | 45:21 | -1.734524 | -2.054516 |
| February 2017 | Maintenance and Repair | MR-7A | Repair Repeat Rprt Rate-Disp w/l MSA | Residence | Parity | N/A | 1 | 2 | 50.00% | 50.00% | 533 | 3,711 | 14.36% | 35.07% | 0.62195 | -0.621881 |
| February 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 | -1.218795 |
| February 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 | -0.19198 |
| February 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 | -1.481557 |
| February 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% | 0.00% | | |
| February 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% | 0.00% | | |
| February 2017 | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop - DS1 Capable | Parity | N/A | 9 | 53 | 16.98% | 37.55% | 5 | 14 | 35.71% | 47.92% | -1.30106 | -1.790988 |
| February 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 | 13.74% | 34.43% | 0.115329 | -0.929885 |
| February 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 | -1.69667 |
| February 2017 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | LIS Trunk | Parity | N/A | 0 | 1 | 0.00% | 0.00% | | | | | | |
| February 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 | -1.69667 |
| February 2017 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 1 | 4 | 25.00% | 43.30% | 130 | 1,084 | 11.99% | 32.49% | 0.248538 | -0.848899 |
| February 2017 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 17 | 1,329 | 1.28% | 11.24% | 38 | 2,403 | 1.58% | 12.48% | -0.708612 | -1.430806 |
| February 2017 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 1 | 69,712 | 0.00% | 0.38% | 0 | 56,185 | 0.00% | | | |
| February 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 | 0.366512 |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| February 2017 | Maintenance and Repair | MR-8 | Trouble Rate | SUB-LOOP UNBUNDLING | Parity | N/A | 0 | 218 | 0.00% | | 40 | 2,738 | 1.46% | 12.00% | -1.730222 | -2.0519 |
| February 2017 | Maintenance and Repair | MR-8 | Trouble Rate | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 10 | 2,113 | 0.47% | 6.86% | 1 | 931 | 0.11% | 3.28% | 2.83931 | 0.726178 |
| February 2017 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 13 | 14,375 | 0.09% | 3.01% | 1 | 931 | 0.11% | 3.28% | -0.153252 | -1.093171 |
| February 2017 | Maintenance and Repair | 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 | -1.568022 |
| February 2017 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - XDSLi | Parity | N/A | 0 | 22 | 0.00% | | 40 | 2,731 | 1.46% | 12.01% | -0.569564 | -1.34627 |
| February 2017 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 93 | 23,371 | 0.40% | 6.30% | 5,763 | 477,563 | 1.21% | 10.92% | -11.057182 | -7.722289 |
| February 2017 | Maintenance and Repair | MR-9A | Repair Appointments Met-Disp w/l MSA | Residence | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 2,828 | 3,711 | 76.21% | 42.58% | 1.582545 | -0.037881 |
| February 2017 | Maintenance and Repair | MR-9B | Repair Appointments Met-Disp out MSA | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 665 | 784 | 84.82% | 35.88% | -0.422752 | -1.257015 |
| February 2017 | Maintenance and Repair | MR-9C | Repair Appointments Met-No Dispatch | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 255 | 271 | 94.10% | 23.57% | -0.250029 | -1.152007 |
| February 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% | | | | | | -2.866025 |
| February 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% | | | | | | -2.985008 |
| February 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% | | | | | | | |
| February 2017 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 3 | 13,063 | 0.02% | | | | | | | |
| February 2017 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | Sub-Loop Unbundling | Diagnostic | N/A | 48 | 1 | 48.00 | | | | | | | |
| February 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 | | | | | | |
| February 2017 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | Unbundled Loop - DS1 Capable | Parity | N/A | 120 | 9 | 13.33 | 7.28 | 296 | 2 | 148.00 | 135.76 | -1.26886 | -1.771412 |
| February 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 | -1.356643 |
| February 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% | | | | | | |
| February 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% | | |
| February 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 | -2.168191 |
| February 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 | -1.051878 |
| February 2017 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| February 2017 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 90.00% | 148 | 159 | 93.08% | | | | | | | |
| February 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 | -1.018503 |
| February 2017 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 32 | 36 | 88.89% | | | | | | | |
| February 2017 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 1 | 1 | 100.00% | 0.00% | | | | | | |
| February 2017 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 90.00% | 7 | 8 | 87.50% | | | | | | | |
| February 2017 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 14 | 14 | 100.00% | | | | | | | |
| February 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 | -1.052727 |
| February 2017 | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 6.00 | 5 | 1 | 5.00 | | | | | | | |
| February 2017 | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 6.00 | 582 | 177 | 3.29 | | | | | | | |
| February 2017 | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop - DS1 Capable | Benchmark | 5.50 | 179 | 34 | 5.26 | | | | | | | |
| February 2017 | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop Analog | Benchmark | 6.00 | 270 | 51 | 5.29 | | | | | | | |
| February 2017 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 6.00 | 27 | 8 | 3.38 | | | | | | | |
| February 2017 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 6.00 | 71 | 15 | 4.73 | | | | | | | |
| February 2017 | Ordering and Provisioning | OP-5A | New Service Installation Quality | LIS Trunk | Parity | N/A | 1 | 1 | 100.00% | 0.00% | | | | | | |
| February 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 | -1.177241 |
| February 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 | -2.593344 |
| February 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 | -1.81173 |
| 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 | -2.296261 |
| 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 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 3713.36 | 4,280 | 0.87 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 738.74 | 1,718 | 0.43 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 1262.52 | 1,169 | 1.08 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 2001.26 | 1,718 | 1.16 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 3414.93 | 3,837 | 0.89 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 8081.22 | 3,794 | 2.13 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 11496.15 | 3,837 | 3.00 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 8540.74 | 7,982 | 1.07 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 15026.74 | 7,982 | 1.88 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 2319.76 | 1,084 | 2.14 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 678.30 | 1,190 | 0.57 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 2998.06 | 1,084 | 2.77 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 3399.30 | 6,295 | 0.54 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 7588.00 | 13,550 | 0.56 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 10987.30 | 6,295 | 1.75 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 259.92 | 1,083 | 0.24 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 828.66 | 1,973 | 0.42 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 1264.90 | 973 | 1.30 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 2353.48 | 1,973 | 1.19 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 2519.28 | 3,499 | 0.72 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 53639.15 | 2,801 | 19.15 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 56158.43 | 3,499 | 16.05 | | | | | | | |
| February 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 | | | | | | | |
| February 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 | | | | | | | |
| February 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 | | | | | | | |
| February 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 | | | | | | | |
| February 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 | | | | | | | |
| February 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 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 14994.00 | 4,760 | 3.15 | | | | | | | |
| February 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 | | | | | | | |
| February 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 | | | | | | | |
| February 2017 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 2,489 | 3,095 | 80.42% | | | | | | | |
| February 2017 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 28 | 70 | 40.00% | | | | | | | |
| February 2017 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 430 | 527 | 81.59% | | | | | | | |
| February 2017 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 2,489 | 2,492 | 99.88% | | | | | | | |
| February 2017 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 28 | 28 | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| February 2017 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 430 | 432 | 99.54% | | | | | | | |
| February 2017 | Pre-Ordering | PO-3C | LSRs received via facsimile | Product Aggregate | Diagnostic | N/A | 24:17 | 1 | 24:17 | | | | | | | |
| February 2017 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 221:22 | 153 | 1:27 | | | | | | | |
| February 2017 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 195 | 195 | 100.00% | | | | | | | |
| February 2017 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 359 | 359 | 100.00% | | | | | | | |
| February 2017 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 2,202 | 2,202 | 100.00% | | | | | | | |
| February 2017 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 125 | 125 | 100.00% | | | | | | | |
| February 2017 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 196 | 199 | 98.49% | | | | | | | |
| February 2017 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 488 | 488 | 100.00% | | | | | | | |
| February 2017 | Pre-Ordering | PO-5C-(c) | FOCs on Time for manual LSRs via Facsimile | LNP | Benchmark | 90.00% | 3 | 3 | 100.00% | | | | | | | |
| February 2017 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 3 | 3 | 100.00% | | | | | | | |
| February 2017 | Pre-Ordering | PO-9B | Unbundled Loops | Unbundled Loops and Number Portability | Parity | N/A | 5 | 42 | 11.90% | 32.38% | 4 | 75 | 5.33% | 22.47% | -1.517484 | -1.922565 |
| January 2017 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 1,726 | 1,729 | 99.83% | | | | | | | |
| January 2017 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 1,648,903 | 1,648,903 | 100.00% | | | | | | | |
| January 2017 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 22,187 | 22,187 | 100.00% | | | | | | | |
| January 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 | -4.63747 |
| January 2017 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 22,112 | 22,112 | 100.00% | | | | | | | |
| January 2017 | Collocation | CP-2C | Collocations with Intervals Longer than 120 Days | All | Diagnostic | N/A | 1 | 1 | 100.00% | | | | | | | |
| January 2017 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 2,689,617 | 2,512,227 | 1.07 | | | | | | | |
| January 2017 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 5077.86 | 32,161 | 0.16 | | | | | | | |
| January 2017 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 30,060 | 30,060 | 100.00% | | | | | | | |
| January 2017 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 30,060 | 30,060 | 100.00% | | | | | | | |
| January 2017 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 30,060 | 30,060 | 100.00% | | | | | | | |
| January 2017 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 42,900 | 42,900 | 100.00% | | | | | | | |
| January 2017 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 41,820 | 41,820 | 100.00% | | | | | | | |
| January 2017 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EASE | Diagnostic | N/A | 22,320 | 22,320 | 100.00% | | | | | | | |
| January 2017 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EXACT | Diagnostic | N/A | 21,960 | 21,960 | 100.00% | | | | | | | |
| January 2017 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| January 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% | 47.14% | 0.535415 | -0.674491 |
| January 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% | | | | | | | |
| January 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% | | | | | | | |
| January 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% | 46.35% | 1.520626 | -0.075525 |
| January 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% | 47.79% | 0.401952 | -0.75563 |
| January 2017 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Unbundled Loop - 2 Wire Non-Loaded | Diagnostic | N/A | 3 | 3 | 100.00% | | | | | | | |
| January 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% | 47.79% | 0.879837 | -0.465097 |
| January 2017 | Maintenance and Repair | MR-5X | Out of Service cleared w/i 24 hours | Business | Parity | N/A | 2 | 9 | 22.22% | 41.57% | 396 | 694 | 57.06% | 49.50% | 1.758184 | 0.0689 |
| January 2017 | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 23:35 | 5 | 4:43 | 2:46 | 55:29 | 14 | 3:58 | 2:50 | 0.473299 | -0.712255 |
| January 2017 | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 28:01 | 7 | 4:00 | 2:12 | 7:47 | 1 | 7:47 | 0:00 | | |
| January 2017 | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 29:06 | 8 | 3:38 | 3:12 | 7:47 | 1 | 7:47 | 0:00 | | |
| January 2017 | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Unbundled Loop - DS1 Capable | Parity | N/A | 208:30 | 34 | 6:08 | 4:34 | 57:56 | 15 | 3:52 | 2:45 | 1.750686 | 0.064342 |
| January 2017 | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Unbundled Loop Analog | Parity | N/A | 587:33 | 61 | 9:38 | 9:15 | 168276:56 | 3,619 | 46:30 | 199:08 | -1.433905 | -1.871753 |
| January 2017 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 25:35 | 3 | 8:32 | 7:58 | 69:20 | 15 | 4:37 | 5:14 | 0.742144 | -0.548808 |
| January 2017 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 8:23 | 3 | 2:48 | 1:04 | | | | | | |
| January 2017 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 19:47 | 4 | 4:57 | 2:44 | 69:20 | 15 | 4:37 | 5:14 | 0.302855 | -0.815877 |
| January 2017 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 38:22 | 2 | 19:11 | 5:46 | 34763:23 | 931 | 37:20 | 47:13 | -0.54318 | -1.33023 |
| January 2017 | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 1 | 5 | 20.00% | 40.00% | 0 | 17 | 0.00% | 0.00% | 0.747859 | -0.545334 |
| January 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% | 0.00% | -1.150349 | -1.699363 |
| January 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% | 0.00% | | |
| January 2017 | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop - DS1 Capable | Parity | N/A | 5 | 34 | 14.71% | 35.42% | 0 | 17 | 0.00% | 0.00% | 1.18275 | -0.280939 |
| January 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 | 4,044 | 13.33% | 33.99% | -1.54433 | -1.938886 |
| January 2017 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 3 | 0.00% | 0.00% | 8 | 17 | 47.06% | 49.91% | -1.505545 | -1.915307 |
| January 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% | | | | | | |
| January 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% | 49.91% | -1.696557 | -2.031434 |
| January 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% | 32.70% | -0.526042 | -1.319811 |
| January 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 | 1.32% | 11.43% | -1.917563 | -2.165795 |
| January 2017 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 70,552 | 0.00% | | 0 | 55,921 | 0.00% | | | |
| January 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 | -1.534034 |
| January 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 | -1.962456 |
| January 2017 | Maintenance and Repair | MR-8 | Trouble Rate | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 7 | 2,161 | 0.32% | 5.68% | 1 | 950 | 0.11% | 3.24% | 1.732211 | 0.05311 |
| January 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 | -1.167788 |
| January 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% | 11.52% | -1.866037 | -2.13447 |
| January 2017 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - XDSLi | Parity | N/A | 0 | 22 | 0.00% | | 34 | 2,744 | 1.24% | 11.06% | -0.523278 | -1.31813 |
| January 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% | 10.18% | -11.504931 | -7.994501 |
| January 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% | | | | | | -2.988449 |
| January 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% | | | | | | -2.996472 |
| January 2017 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Parity | N/A | 4 | 34,128 | 0.01% | | | | | | | |
| January 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% | | | | | | | |
| January 2017 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | Sub-Loop Unbundling | Diagnostic | N/A | 39 | 2 | 19.50 | | | | | | | |
| January 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 | 38.73 | 26.76 | | | | | | |
| January 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 | -1.468005 |
| January 2017 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | Unbundled Loop Analog | Parity | N/A | 1,335 | 40 | 33.38 | 49.37 | 43,405 | 362 | 119.90 | 193.72 | -2.680719 | -2.629761 |
| January 2017 | Ordering and Provisioning | OP-15B-RD | Pending Orders Delayed for Facilities | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 5 | 11 | 45.45% | 49.79% | | | | | | |
| January 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% | 0.00% | | |
| January 2017 | Ordering and Provisioning | OP-15B-RD | Pending Orders Delayed for Facilities | Unbundled Loop Analog | Parity | N/A | 23 | 40 | 57.50% | 49.43% | 153 | 362 | 42.27% | 49.40% | 1.943134 | 0.181341 |
| January 2017 | Ordering and Provisioning | OP-3A | Dispatches within MSAs | Sub-Loop Unbundling | Benchmark | 90.00% | 3 | 3 | 100.00% | | | | | | | |
| January 2017 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | LIS Trunk | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 2 | 2 | 100.00% | 0.00% | | |
| January 2017 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 90.00% | 152 | 161 | 94.41% | | | | | | | |
| January 2017 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop - DS1 Capable | Parity | N/A | 48 | 49 | 97.96% | 14.14% | 1 | 1 | 100.00% | 0.00% | -2.053749 | -2.248591 |
| January 2017 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 89 | 93 | 95.70% | | | | | | | |
| January 2017 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 90.00% | 2 | 2 | 100.00% | | | | | | | |
| January 2017 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 4 | 4 | 100.00% | 0.00% | | | | | | |
| January 2017 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 90.00% | 14 | 14 | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 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 | Interval Zone 1 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 6.00 | 300 | 101 | 2.97 | | | | | | | |
| January 2017 | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop - DS1 Capable | Benchmark | 5.50 | 193 | 34 | 5.68 | | | | | | | |
| January 2017 | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop Analog | Benchmark | 6.00 | 455 | 90 | 5.06 | | | | | | | |
| January 2017 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 6.00 | 0 | 1 | 0.00 | | | | | | | |
| January 2017 | 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 | | | | | | | |
| 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 | PO-1-IMA GUI | 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 | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 1961.45 | 1,715 | 1.14 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 3223.08 | 3,837 | 0.84 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 8107.65 | 3,771 | 2.15 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 11330.73 | 3,837 | 2.95 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 8216.53 | 7,679 | 1.07 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 14702.53 | 7,679 | 1.91 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 2265.90 | 1,079 | 2.10 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-IMA GUI | 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 | PO-1-IMA GUI | 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 | PO-1-IMA GUI | 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 | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 15057.00 | 4,780 | 3.15 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 3895.20 | 3,246 | 1.20 | | | | | | | |
| January 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 | | | | | | | |
| January 2017 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 2,555 | 3,173 | 80.52% | | | | | | | |
| January 2017 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 39 | 76 | 51.32% | | | | | | | |
| January 2017 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 466 | 555 | 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 | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 39 | 39 | 100.00% | | | | | | | |
| January 2017 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 466 | 470 | 99.15% | | | | | | | |
| 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% | | | | | | | |
| December 2016 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 3,466,468 | 3,229,169 | 1.07 | | | | | | | |
| December 2016 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 4394.53 | 29,217 | 0.15 | | | | | | | |
| December 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 30,420 | 30,420 | 100.00% | | | | | | | |
| December 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 30,420 | 30,420 | 100.00% | | | | | | | |
| December 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 30,420 | 30,420 | 100.00% | | | | | | | |
| December 2016 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 43,140 | 43,140 | 100.00% | | | | | | | |
| December 2016 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 41,925 | 41,925 | 100.00% | | | | | | | |
| December 2016 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EXACT | Diagnostic | N/A | 22,500 | 22,500 | 100.00% | | | | | | | |
| December 2016 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |

| 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 | 63.64% | 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 | 66.67% | | | | | | | |
| December 2016 | Maintenance and Repair | MR-5A | All Troubles Cleared w/i 4 Hours-Zone 1 | Unbundled Loop - DS1 Capable | Parity | N/A | 18 | 49 | 36.73% | 48.21% | 10 | 21 | 47.62% | 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 | 66.67% | 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 | 100.00% | 0.00% | 10 | 15 | 66.67% | 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 | 60.00% | 48.99% | 356 | 616 | 57.79% | 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 | 50.10% | 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 | 38:20 | 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 | 5:18 | 4:34 | 79:00 | 16 | 4:56 | 4:02 | 0.133245 | -0.918993 |
| December 2016 | Maintenance and Repair | 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 | 7:02 | 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 | Mean Time to Restore Interval Zone 1 | Unbundled Loop - DS1 Capable | Parity | N/A | 299:26 | 49 | 6:07 | 5:45 | 96:38 | 18 | 5:22 | 4:02 | 0.579873 | -0.647462 |
| December 2016 | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Unbundled Loop Analog | Parity | N/A | 847:31 | 63 | 13:27 | 14:11 | 146070:21 | 3,670 | 39:48 | 84:50 | -2.444271 | -2.486011 |
| December 2016 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 37:02 | 9 | 4:07 | 2:20 | 51:35 | 13 | 3:58 | 3:20 | -0.032592 | -1.019814 |
| December 2016 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | LIS Trunk | Parity | N/A | 6:15 | 1 | 6:15 | 0:00 | 5:50 | 1 | 5:50 | 0:00 | | |
| December 2016 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 17:08 | 6 | 2:51 | 0:41 | 51:35 | 13 | 3:58 | 3:20 | -0.675382 | -1.410603 |
| December 2016 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 26:24 | 8 | 3:18 | 0:44 | 29686:35 | 788 | 37:40 | 63:27 | -1.524559 | -1.926866 |
| December 2016 | Maintenance and Repair | MR-7B | Repair Repeat Report Rate-Disp out MSA | SUB-LOOP UNBUNDLING | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0 | 1 | 0.00% | 0.00% | | |
| December 2016 | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 1 | 11 | 9.09% | 28.75% | 5 | 22 | 22.73% | 41.91% | -0.881176 | -1.535717 |
| December 2016 | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | LIS Trunk | Parity | N/A | 0 | 1 | 0.00% | 0.00% | | | | | | |
| December 2016 | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 0 | 8 | 0.00% | 0.00% | 0 | 1 | 0.00% | 0.00% | | |
| December 2016 | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 9 | 0.00% | 0.00% | 0 | 1 | 0.00% | 0.00% | | |
| December 2016 | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop - DS1 Capable | Parity | N/A | 8 | 49 | 16.33% | 36.96% | 5 | 22 | 22.73% | 41.91% | -0.595146 | -1.361823 |
| December 2016 | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop Analog | Parity | N/A | 7 | 63 | 11.11% | 31.43% | 508 | 4,043 | 12.56% | 33.15% | -0.345461 | -1.210025 |
| December 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% | 1 | 15 | 6.67% | 24.94% | 1.124338 | -0.316451 |
| December 2016 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | LIS Trunk | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0 | 1 | 0.00% | 0.00% | | |
| December 2016 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 2 | 6 | 33.33% | 47.14% | 1 | 15 | 6.67% | 24.94% | 0.899435 | -0.453182 |
| December 2016 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 0 | 8 | 0.00% | 0.00% | 98 | 839 | 11.68% | 32.12% | -1.023737 | -1.622388 |
| December 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 20 | 1,407 | 1.42% | 11.84% | 34 | 2,439 | 1.39% | 11.72% | 0.069937 | -0.957481 |
| December 2016 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 2 | 70,788 | 0.00% | 0.53% | 1 | 56,233 | 0.00% | 0.42% | 0.439535 | -0.732782 |
| December 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 0 | 60 | 0.00% | | 4,121 | 326,985 | 1.26% | 11.16% | -0.875039 | -1.531986 |
| December 2016 | Maintenance and Repair | MR-8 | Trouble Rate | SUB-LOOP UNBUNDLING | Parity | N/A | 1 | 211 | 0.47% | 6.87% | 37 | 2,778 | 1.33% | 11.46% | -1.048065 | -1.637178 |
| December 2016 | Maintenance and Repair | MR-8 | Trouble Rate | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 8 | 2,239 | 0.36% | 5.97% | 1 | 968 | 0.10% | 3.21% | 2.055442 | 0.24962 |
| December 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 9 | 14,797 | 0.06% | 2.47% | 1 | 969 | 0.10% | 3.21% | -0.39801 | -1.241973 |
| December 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 55 | 4,750 | 1.16% | 10.70% | 36 | 2,480 | 1.45% | 11.96% | -0.991252 | -1.602639 |
| December 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - XDSLi | Parity | N/A | 0 | 22 | 0.00% | | 37 | 2,771 | 1.34% | 11.48% | -0.543495 | -1.330422 |
| December 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 71 | 23,967 | 0.30% | 5.43% | 4,882 | 486,100 | 1.00% | 9.97% | -10.732325 | -7.52479 |
| December 2016 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 8 | 33,960 | 0.02% | 0.25% | | | | | | -2.927491 |
| December 2016 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 1 | 13,087 | 0.01% | 0.09% | | | | | | -2.974417 |
| December 2016 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 12 | 34,032 | 0.03% | | | | | | | |
| December 2016 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 1 | 13,087 | 0.01% | | | | | | | |
| December 2016 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | Sub-Loop Unbundling | Diagnostic | N/A | 157 | 3 | 52.33 | | | | | | | |
| December 2016 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 246 | 6 | 41.00 | 0.00 | | | | | | |
| December 2016 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | Unbundled Loop Analog | Parity | N/A | 974 | 12 | 81.17 | 34.64 | 61,008 | 413 | 147.72 | 207.15 | -1.0971 | -1.66699 |
| December 2016 | Ordering and Provisioning | OP-15B-RD | Pending Orders Delayed for Facilities | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 6 | 0.00% | 0.00% | | | | | | |
| December 2016 | Ordering and Provisioning | OP-15B-RD | Pending Orders Delayed for Facilities | Unbundled Loop Analog | Parity | N/A | 2 | 12 | 16.67% | 37.27% | 192 | 413 | 46.49% | 49.88% | -2.041821 | -2.241339 |
| December 2016 | Ordering and Provisioning | OP-3A | Dispatches within MSAs | Sub-Loop Unbundling | Benchmark | 90.00% | 0 | 1 | 0.00% | | | | | | | |
| December 2016 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 90.00% | 4 | 4 | 100.00% | | | | | | | |
| December 2016 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | LIS Trunk | Parity | N/A | 2 | 2 | 100.00% | 0.00% | | | | | | |
| December 2016 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | UNBUNDLED LOOP - ADSL COMPATIBLE | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| December 2016 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 90.00% | 121 | 123 | 98.37% | | | | | | | |
| December 2016 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop - DS1 Capable | Parity | N/A | 39 | 40 | 97.50% | 15.61% | 1 | 4 | 25.00% | 43.30% | -3.192795 | -2.941081 |
| December 2016 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 35 | 40 | 87.50% | | | | | | | |
| December 2016 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 90.00% | 4 | 5 | 80.00% | | | | | | | |
| December 2016 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 1 | 2 | 50.00% | 50.00% | -1 | -1.607957 |
| December 2016 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop - DS1 Capable | Parity | N/A | 4 | 4 | 100.00% | 0.00% | | | | | | |
| December 2016 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| December 2016 | Ordering and Provisioning | OP-4A | Dispatches within MSAs | Sub-Loop Unbundling | Benchmark | 6.00 | 5 | 1 | 5.00 | | | | | | | |
| December 2016 | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 6.00 | 5 | 1 | 5.00 | | | | | | | |
| December 2016 | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 6.00 | 340 | 99 | 3.43 | | | | | | | |
| December 2016 | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop - DS1 Capable | Benchmark | 5.50 | 113 | 23 | 4.91 | | | | | | | |
| December 2016 | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop Analog | Benchmark | 6.00 | 174 | 41 | 4.24 | | | | | | | |
| December 2016 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 6.00 | 5 | 1 | 5.00 | | | | | | | |
| December 2016 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop - DS1 Capable | Benchmark | 5.50 | 16 | 4 | 4.00 | | | | | | | |
| December 2016 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 6.00 | 5 | 1 | 5.00 | | | | | | | |
| December 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | LIS Trunk | Parity | N/A | 4 | 4 | 100.00% | 0.00% | 3 | 3 | 100.00% | 0.00% | | |
| December 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | SUB-LOOP UNBUNDLING | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 2 | 4 | 50.00% | 50.00% | -0.894427 | -1.543773 |
| December 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 4 | 4 | 100.00% | 0.00% | | |
| December 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 135 | 135 | 100.00% | 0.00% | 4 | 4 | 100.00% | 0.00% | | |
| December 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - DS1 Capable | Parity | N/A | 47 | 47 | 100.00% | 0.00% | 2 | 4 | 50.00% | 50.00% | -1.919967 | -2.167257 |
| December 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop Analog | Parity | N/A | 39 | 42 | 92.86% | 25.75% | 1,904 | 2,022 | 94.16% | 23.44% | 0.122746 | -0.925376 |
| December 2016 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 3,574 | 3,580 | 99.83% | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 6544.66 | 19,249 | 0.34 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 15825.84 | 12,972 | 1.22 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 22370.50 | 19,249 | 1.16 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 3308.54 | 4,471 | 0.74 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 3797.28 | 4,471 | 0.85 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 701.22 | 1,798 | 0.39 | | | | | | | |

| 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 | 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-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 8412.78 | 4,523 | 1.86 | | | | | | | |
| December 2016 | 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 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 66721.92 | 6,726 | 9.92 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | 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 | N/A | 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 | 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-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 182 | 184 | 98.91% | | | | | | | |
| December 2016 | 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 | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 20 | 20 | 100.00% | | | | | | | |
| December 2016 | Pre-Ordering | PO-9B | Unbundled Loops | Unbundled Loops and Number Portability | Parity | N/A | 6 | 24 | 25.00% | 43.30% | 12 | 92 | 13.04% | 33.68% | -1.548915 | -1.941674 |
| 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 | -4.722904 |
| November 2016 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Parity | 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 | 0 | 0 | | | | | | | | |
| November 2016 | Maintenance and Repair | MR-5A | All Troubles Cleared w/i 4 Hours-Zone 1 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 3 | 10 | 30.00% | 45.83% | 8 | 16 | 50.00% | 50.00% | 0.590424 | -0.641048 |
| November 2016 | Maintenance and Repair | MR-5A | All Troubles Cleared w/i 4 Hours-Zone 1 | LIS Trunk | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 1 | 1 | 100.00% | 0.00% | | |
| November 2016 | Maintenance and Repair | MR-5A | All Troubles Cleared w/i 4 Hours-Zone 1 | UNBUNDLED LOOP - ADSL COMPATIBLE | Diagnostic | N/A | 7 | 15 | 46.67% | | | | | | | |
| November 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 | 16 | 50.00% | | | | | | | |
| November 2016 | Maintenance and Repair | MR-5A | All Troubles Cleared w/i 4 Hours-Zone 1 | Unbundled Loop - DS1 Capable | Parity | N/A | 16 | 26 | 61.54% | 48.65% | 10 | 18 | 55.56% | 49.69% | -0.392678 | -1.238731 |
| November 2016 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 3 | 6 | 50.00% | 50.00% | 7 | 12 | 58.33% | 49.30% | -0.159464 | -1.096947 |
| 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 | 58.33% | 49.30% | -1.309307 | -1.796002 |
| November 2016 | Maintenance and Repair | MR-5X | Out of Service cleared w/i 24 hours | Business | Parity | N/A | 1 | 3 | 33.33% | 47.14% | 413 | 805 | 51.30% | 49.98% | 0.046599 | -0.97167 |
| 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 | 48:43 | 74:36 | -0.401659 | -1.244192 |
| 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 | -0.975611 |
| 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 | 0:00 | | |
| 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 | -1.296004 |
| 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 | -1.173437 |
| 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 | -1.239772 |
| 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 | 44:47 | 69:12 | -4.196181 | -3.551097 |
| 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 | -1.300763 |
| 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 | | | | | | |
| 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 | | | | | | |
| November 2016 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 8:58 | 3 | 2:59 | 0:39 | 51:21 | 10 | 5:08 | 4:13 | -0.773562 | -1.470292 |
| November 2016 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 44:16 | 8 | 5:32 | 4:59 | 56737:46 | 1,004 | 56:31 | 168:58 | -0.849942 | -1.516728 |
| November 2016 | Maintenance and Repair | MR-7A | Repair Repeat Rprt Rate-Disp w/I MSA | Residence | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 525 | 4,109 | 12.78% | 33.38% | -0.541134 | -1.328986 |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| November 2016 | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 1 | 10 | 10.00% | 30.00% | 6 | 19 | 31.58% | 46.48% | -1.188268 | -1.722416 |
| November 2016 | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | LIS Trunk | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0 | 1 | 0.00% | 0.00% | | |
| 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 | -1.742097 |
| 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 | -1.535105 |
| 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 | -1.18788 |
| 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 | -1 |
| 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 | -1.421205 |
| 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 | -1.62242 |
| November 2016 | 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 | -1.047977 |
| 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 | -0.381622 |
| 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 | -0.586342 |
| November 2016 | Maintenance and Repair | MR-8 | Trouble Rate | SUB-LOOP UNBUNDLING | Parity | N/A | 0 | 211 | 0.00% | 0.00% | 31 | 2,821 | 1.10% | 10.43% | -1.47692 | -1.897903 |
| 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 | 0.610603 |
| 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 | -1.339231 |
| 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 | -2.333255 |
| 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 | -1.299844 |
| 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 | -8.568118 |
| November 2016 | Maintenance and Repair | MR-9A | Repair Appointments Met-Disp w/l MSA | Residence | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 3,202 | 4,109 | 77.93% | 41.47% | -0.752493 | -1.457483 |
| 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% | | | | | | -2.959221 |
| November 2016 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 13,111 | 0.00% | 0.04% | | | | | | -2.989786 |
| 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% | | | | | | | |
| 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 | 0.00% | | | | | | | |
| November 2016 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | Sub-Loop Unbundling | Diagnostic | N/A | 130 | 1 | 130.00 | | | | | | | |
| November 2016 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 140 | 8 | 17.50 | 6.48 | | | | | | |
| November 2016 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | Unbundled Loop Analog | Parity | N/A | 760 | 10 | 76.00 | 0.00 | 76,071 | 461 | 165.01 | 230.89 | -1.206094 | -1.733253 |
| November 2016 | Ordering and Provisioning | OP-15B-RD | 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 | -2.657634 |
| 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-3E | 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 Capable | 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 | 6 | 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 | | | | | | | |
| November 2016 | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop - DS1 Capable | Benchmark | 5.50 | 202 | 31 | 6.52 | | | | | | | |
| November 2016 | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop Analog | Benchmark | 6.00 | 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 | | | | | | | |
| November 2016 | 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 | -1.246357 |
| 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 | -1.916048 |
| 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 | -2.144064 |
| 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 | 0.84 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 704.38 | 1,718 | 0.41 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 1314.60 | 1,252 | 1.05 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 2018.98 | 1,718 | 1.18 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 3083.67 | 3,807 | 0.81 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 7957.00 | 3,650 | 2.18 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 11040.67 | 3,807 | 2.90 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 8012.59 | 7,351 | 1.09 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6542.40 | 5,640 | 1.16 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 14554.99 | 7,351 | 1.98 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 2284.37 | 1,093 | 2.09 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 603.72 | 1,161 | 0.52 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 2888.09 | 1,093 | 2.64 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 3804.08 | 6,793 | 0.56 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 7014.70 | 12,754 | 0.55 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 10818.78 | 6,793 | 1.59 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 268.75 | 1,075 | 0.25 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 731.05 | 1,860 | 0.39 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 1263.39 | 980 | 1.29 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 2263.19 | 1,860 | 1.22 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 2306.04 | 3,494 | 0.66 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 53203.83 | 2,787 | 19.09 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 55509.87 | 3,494 | 15.89 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 8593.70 | 4,523 | 1.90 | | | | | | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| November 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 7830.09 | 4,579 | 1.71 | | | | | | | |
| November 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 | | | | | | | |
| November 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 | | | | | | | |
| November 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 | | | | | | | |
| November 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 | | | | | | | |
| November 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 | | | | | | | |
| November 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 | | | | | | | |
| November 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 | | | | | | | |
| November 2016 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 2,224 | 2,786 | 79.83% | | | | | | | |
| November 2016 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 53 | 92 | 57.61% | | | | | | | |
| November 2016 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 382 | 505 | 75.64% | | | | | | | |
| November 2016 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 2,224 | 2,235 | 99.51% | | | | | | | |
| November 2016 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 53 | 53 | 100.00% | | | | | | | |
| November 2016 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 382 | 382 | 100.00% | | | | | | | |
| November 2016 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 238:11 | 182 | 1:19 | | | | | | | |
| November 2016 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 53 | 53 | 100.00% | | | | | | | |
| November 2016 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 352 | 352 | 100.00% | | | | | | | |
| November 2016 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 1,998 | 1,998 | 100.00% | | | | | | | |
| November 2016 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 15 | 15 | 100.00% | | | | | | | |
| November 2016 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 208 | 210 | 99.05% | | | | | | | |
| November 2016 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 507 | 508 | 99.80% | | | | | | | |
| November 2016 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 25 | 25 | 100.00% | | | | | | | |
| November 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 | -7.520204 |
| October 2016 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 1,589 | 1,590 | 99.94% | | | | | | | |
| October 2016 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 1,303,574 | 1,303,574 | 100.00% | | | | | | | |
| October 2016 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 21,980 | 21,980 | 100.00% | | | | | | | |
| October 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 | -4.379404 |
| October 2016 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 21,980 | 21,980 | 100.00% | | | | | | | |
| October 2016 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 3,218,985 | 3,054,395 | 1.05 | | | | | | | |
| October 2016 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 5070.86 | 31,421 | 0.16 | | | | | | | |
| October 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 29,880 | 29,880 | 100.00% | | | | | | | |
| October 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 29,880 | 29,880 | 100.00% | | | | | | | |
| October 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 29,880 | 29,880 | 100.00% | | | | | | | |
| October 2016 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 42,840 | 42,840 | 100.00% | | | | | | | |
| October 2016 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 41,565 | 41,565 | 100.00% | | | | | | | |
| October 2016 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EXACT | Diagnostic | N/A | 21,600 | 21,600 | 100.00% | | | | | | | |
| October 2016 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| October 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 | -1.076017 |
| October 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% | | | | | | | |
| October 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% | | | | | | | |
| October 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 | -1.059888 |
| October 2016 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 8 | 12 | 66.67% | 47.14% | 21 | 28 | 75.00% | 43.30% | 0.177325 | -0.892194 |
| October 2016 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | LIS Trunk | Parity | N/A | 1 | 1 | 100.00% | 0.00% | | | | | | |
| October 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% | | | | | | | |
| October 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 | 76.67% | 42.30% | 0.63075 | -0.616531 |
| October 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 | 47.29% | 49.93% | 1.411578 | -0.141822 |
| October 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 | -1.315392 |
| October 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 | | | | | | |
| October 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 | | | | | | |
| October 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 | -1.843265 |
| October 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 | -4.719189 |
| October 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 | -1.319443 |
| October 2016 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | LIS Trunk | Parity | N/A | 0:25 | 1 | 0:25 | 0:00 | | | | | | |
| October 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 | | | | | | |
| October 2016 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 33:53 | 10 | 3:23 | 1:53 | 117:56 | 26 | 4:32 | 4:52 | -0.632972 | -1.384819 |
| October 2016 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 32:39 | 4 | 8:10 | 4:11 | 56129:54 | 1,100 | 51:02 | 40:55 | -2.091659 | -2.271639 |
| October 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 | -1.030111 |
| October 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% | | | | | | |
| October 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% | | | | | | |
| October 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 | 5.26% | 22.33% | -0.581778 | -1.353696 |
| October 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 | 14.58% | 35.29% | -1.172249 | -1.712677 |
| October 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 | -1.737914 |
| October 2016 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | LIS Trunk | Parity | N/A | 0 | 1 | 0.00% | 0.00% | | | | | | |
| October 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% | | | | | | |
| October 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% | 8 | 30 | 26.67% | 44.22% | -0.412861 | -1.251002 |
| October 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% | 34.66% | 0.116725 | -0.929036 |
| October 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 32 | 1,476 | 2.17% | 14.56% | 45 | 2,501 | 1.80% | 13.29% | 0.845157 | -0.486181 |
| October 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% | | | |
| October 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 0 | 59 | 0.00% | | 4,935 | 333,078 | 1.48% | 12.08% | -0.941889 | -1.572628 |
| October 2016 | Maintenance and Repair | MR-8 | Trouble Rate | SUB-LOOP UNBUNDLING | Parity | N/A | 0 | 209 | 0.00% | | 50 | 2,842 | 1.76% | 13.15% | -1.867202 | -2.135178 |
| October 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% | | | |
| October 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% | | | |
| October 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 | -2.768977 |
| October 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - XDSLi | Parity | N/A | 0 | 23 | 0.00% | | 49 | 2,837 | 1.73% | 13.03% | -0.633231 | -1.384977 |
| October 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% | 10.84% | -12.894503 | -8.839301 |
| October 2016 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 2 | 34,704 | 0.01% | 0.05% | | | | | | -2.984419 |
| October 2016 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 13,111 | 0.00% | 0.01% | | | | | | -2.996485 |
| October 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% | | | | | | | |
| October 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% | | | | | | | |
| October 2016 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | Sub-Loop Unbundling | Parity | N/A | 128 | 2 | 64.00 | | | | | | | |
| October 2016 | Ordering and Provisioning | 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 | | |
| October 2016 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | Unbundled Loop - DS1 Capable | Parity | N/A | 11 | 5 | 2.20 | 0.84 | 163 | 1 | 163.00 | 0.00 | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| October 2016 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | Unbundled Loop Analog | Parity | N/A | 560 | 10 | 56.00 | 0.00 | 74,566 | 449 | 166.07 | 229.28 | -1.501517 | -1.912858 |
| October 2016 | Ordering and Provisioning | OP-15B-RD | Pending Orders Delayed for Facilities | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 6 | 15 | 40.00% | 48.99% | 1 | 1 | 100.00% | 0.00% | | |
| October 2016 | Ordering and Provisioning | OP-15B-RD | Pending Orders Delayed for Facilities | Unbundled Loop - DS1 Capable | Parity | N/A | 2 | 5 | 40.00% | 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% | 0.00% | 197 | 449 | 43.88% | 49.62% | -2.765347 | -2.681212 |
| October 2016 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 90.00% | 3 | 4 | 75.00% | | | | | | | |
| October 2016 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | LIS Trunk | Parity | N/A | 5 | 5 | 100.00% | 0.00% | | | | | | |
| October 2016 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 90.00% | 203 | 210 | 96.67% | | | | | | | |
| October 2016 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop - DS1 Capable | Parity | N/A | 24 | 26 | 92.31% | 26.65% | 3 | 4 | 75.00% | 43.30% | -0.744208 | -1.452447 |
| October 2016 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 67 | 68 | 98.53% | | | | | | | |
| October 2016 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 90.00% | 7 | 7 | 100.00% | | | | | | | |
| October 2016 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 2 | 2 | 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 | 66.67% | | | | | | | |
| October 2016 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop - DS1 Capable | Parity | N/A | 2 | 5 | 40.00% | 48.99% | | | | | | |
| October 2016 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 7 | 7 | 100.00% | | | | | | | |
| October 2016 | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 6.00 | 5 | 1 | 5.00 | | | | | | | |
| October 2016 | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | LIS Trunk | Parity | N/A | 44 | 2 | 22.00 | 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 | | | | | | | |
| October 2016 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop - DS1 Capable | Benchmark | 5.50 | 40 | 5 | 8.00 | | | | | | | |
| 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 | 96.67% | 17.95% | 1 | 1 | 100.00% | 0.00% | -1.835781 | -2.116076 |
| October 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - DS1 Capable | Parity | N/A | 31 | 31 | 100.00% | 0.00% | 4 | 4 | 100.00% | 0.00% | | |
| 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 | 94.17% | 23.44% | -2.162481 | -2.314695 |
| October 2016 | Ordering and Provisioning | OP-8B | Number Portability Timeliness with Loop Coord | LNP | Benchmark | 95.00% | 2 | 2 | 100.00% | | | | | | | |
| October 2016 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | 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 | PO-1-IMA GUI | 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 | 0.85 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 701.92 | 1,712 | 0.41 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 1387.80 | 1,285 | 1.08 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-IMA GUI | 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 Check) | 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 | 3.01 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-IMA GUI | 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 | 1.15 | | | | | | | |
| 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 | PO-1-IMA GUI | 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 | PO-1-IMA GUI | 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 | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 6994.08 | 12,952 | 0.54 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-IMA GUI | 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 | 0.38 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 1285.70 | 989 | 1.30 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 2266.53 | 1,922 | 1.18 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-IMA GUI | 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 | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 55432.24 | 3,632 | 15.26 | | | | | | | |
| 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 (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 66903.48 | 6,876 | 9.73 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 26127.54 | 6,311 | 4.14 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 48447.96 | 3,468 | 13.97 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 4037.60 | 784 | 5.15 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 16703.10 | 4,986 | 3.35 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 3895.20 | 3,246 | 1.20 | | | | | | | |
| October 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 | | | | | | | |
| October 2016 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | 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 | 40 | 105 | 38.10% | | | | | | | |
| October 2016 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 600 | 726 | 82.64% | | | | | | | |
| October 2016 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 2,395 | 2,403 | 99.67% | | | | | | | |
| October 2016 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 40 | 40 | 100.00% | | | | | | | |
| 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-3C | LSRs received via facsimile | Product Aggregate | Diagnostic | N/A | 5:30 | 3 | 1:50 | | | | | | | |
| October 2016 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 250:49 | 151 | 1:40 | | | | | | | |
| October 2016 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 39 | 39 | 100.00% | | | | | | | |
| October 2016 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 577 | 577 | 100.00% | | | | | | | |
| October 2016 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 2,215 | 2,215 | 100.00% | | | | | | | |
| October 2016 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 17 | 17 | 100.00% | | | | | | | |
| October 2016 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 227 | 229 | 99.13% | | | | | | | |
| October 2016 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 440 | 440 | 100.00% | | | | | | | |
| October 2016 | Pre-Ordering | PO-5C-(c) | FOCs on Time for manual LSRs via Facsimile | LNP | Benchmark | 90.00% | 4 | 4 | 100.00% | | | | | | | |
| October 2016 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 49 | 49 | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| October 2016 | Pre-Ordering | PO-9B | Unbundled Loops | Unbundled Loops and Number Portability | Parity | N/A | 19 | 48 | 39.58% | 48.90% | 5 | 98 | 5.10% | 22.00% | -8.894886 | -6.407706 |
| September 2016 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 1,612 | 1,615 | 99.81% | | | | | | | |
| September 2016 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 1,314,952 | 1,314,996 | 100.00% | | | | | | | |
| September 2016 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 21,340 | 21,340 | 100.00% | | | | | | | |
| September 2016 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 3,382 | 3,385 | 99.91% | 2.98% | 64,408 | 65,283 | 98.66% | 11.50% | -6.174842 | -4.754037 |
| September 2016 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 21,340 | 21,340 | 100.00% | | | | | | | |
| September 2016 | Collocation | CP-2C | Collocations with Intervals Longer than 120 Days | All | Diagnostic | N/A | 2 | | 100.00% | | | | | | | |
| September 2016 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 3,604,684 | 3,454,854 | 1.04 | | | | | | | |
| September 2016 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 5866.37 | 37,226 | 0.16 | | | | | | | |
| September 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 29,520 | 29,520 | 100.00% | | | | | | | |
| September 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 29,520 | 29,520 | 100.00% | | | | | | | |
| September 2016 | 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 - Repair | EBTA | Diagnostic | N/A | 41,760 | 41,760 | 100.00% | | | | | | | |
| September 2016 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | 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-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| September 2016 | Maintenance and Repair | MR-5A | All Troubles Cleared w/i 4 Hours-Zone 1 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 2 | 5 | 40.00% | 48.99% | 5 | 13 | 38.46% | 48.65% | -0.060093 | -1.036534 |
| September 2016 | Maintenance and Repair | MR-5A | All Troubles Cleared w/i 4 Hours-Zone 1 | LIS Trunk | Parity | N/A | 1 | 1 | 100.00% | 0.00% | | | | | | |
| 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% | | | | | | | |
| September 2016 | 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% | 8 | 16 | 50.00% | 50.00% | -1.296705 | -1.788341 |
| September 2016 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 4 | 5 | 80.00% | 40.00% | 14 | 23 | 60.87% | 48.80% | -0.794396 | -1.482059 |
| September 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% | | | | | | | |
| September 2016 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Unbundled Loop - 2 Wire Non-Loaded | Diagnostic | N/A | 1 | 1 | 100.00% | | | | | | | |
| September 2016 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 14 | 22 | 63.64% | 48.10% | -1.023533 | -1.622264 |
| September 2016 | Maintenance and Repair | MR-5X | Out of Service cleared w/i 24 hours | Business | Parity | N/A | 3 | 5 | 60.00% | 48.99% | 308 | 607 | 50.74% | 49.99% | -0.41241 | -1.250727 |
| September 2016 | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 22:45 | 5 | 4:33 | 2:52 | 74:41 | 12 | 6:13 | 5:24 | -0.581835 | -1.35373 |
| September 2016 | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | LIS Trunk | Parity | N/A | 3:04 | 1 | 3:04 | 0:00 | | | | | | |
| September 2016 | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 34:30 | 12 | 2:53 | 1:17 | 59:19 | 1 | 59:19 | 0:00 | | |
| September 2016 | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 113:01 | 16 | 7:04 | 7:31 | 59:19 | 1 | 59:19 | 0:00 | | |
| September 2016 | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Unbundled Loop - DS1 Capable | Parity | N/A | 169:05 | 42 | 4:02 | 3:51 | 83:26 | 14 | 5:58 | 4:58 | -1.262701 | -1.767667 |
| September 2016 | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Unbundled Loop Analog | Parity | N/A | 345:28 | 52 | 6:39 | 5:02 | 146392:39 | 3,179 | 46:03 | 153:20 | -1.838218 | -2.117557 |
| September 2016 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 34:34 | 5 | 6:55 | 9:45 | 85:56 | 21 | 4:06 | 3:06 | 0.896473 | -0.454983 |
| September 2016 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 1:38 | 1 | 1:38 | 0:00 | | | | | | |
| 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 | | | | | | |
| September 2016 | 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 | -1.444947 |
| September 2016 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 79:01 | 8 | 9:53 | 8:07 | 31211:48 | 729 | 42:49 | 40:17 | -2.300119 | -2.398373 |
| September 2016 | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 5 | 0.00% | 0.00% | 5 | 17 | 29.41% | 45.56% | -1.268798 | -1.771374 |
| September 2016 | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | LIS Trunk | Parity | N/A | 0 | 1 | 0.00% | 0.00% | | | | | | |
| September 2016 | 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 | 1 | 0.00% | 0.00% | | |
| September 2016 | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 16 | 0.00% | 0.00% | 0 | 1 | 0.00% | 0.00% | | |
| September 2016 | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop - DS1 Capable | Parity | N/A | 4 | 42 | 9.52% | 29.35% | 5 | 17 | 29.41% | 45.56% | -1.518401 | -1.923122 |
| September 2016 | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop Analog | Parity | N/A | 8 | 52 | 15.38% | 36.08% | 413 | 3,480 | 11.87% | 32.34% | 0.597587 | -0.636693 |
| September 2016 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 1 | 5 | 20.00% | 40.00% | 4 | 23 | 17.39% | 37.90% | -0.405979 | -1.246818 |
| September 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% | | | | | | |
| 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 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 4 | 23 | 17.39% | 37.90% | -0.622389 | -1.378386 |
| September 2016 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 1 | 8 | 12.50% | 33.07% | 99 | 775 | 12.77% | 33.38% | -0.023114 | -1.014053 |
| September 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 10 | 1,522 | 0.66% | 8.08% | 36 | 2,529 | 1.42% | 11.85% | -1.994559 | -2.212545 |
| September 2016 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 1 | 72,722 | 0.00% | 0.37% | 1 | 58,274 | 0.00% | 0.41% | -0.14803 | -1.089996 |
| September 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 0 | 62 | 0.00% | 0.37% | 3,532 | 336,819 | 1.05% | 10.19% | -0.810507 | -1.492754 |
| September 2016 | Maintenance and Repair | MR-8 | Trouble Rate | SUB-LOOP UNBUNDLING | Parity | N/A | 0 | 209 | 0.00% | | 40 | 2,873 | 1.39% | 11.72% | -1.658561 | -2.008333 |
| September 2016 | Maintenance and Repair | MR-8 | Trouble Rate | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 13 | 2,414 | 0.54% | 7.32% | 1 | 998 | 0.10% | 3.16% | 3.681361 | 1.238109 |
| September 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 17 | 15,350 | 0.11% | 3.33% | 1 | 999 | 0.10% | 3.16% | 0.103134 | -0.937299 |
| September 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 44 | 4,965 | 0.89% | 9.37% | 38 | 2,564 | 1.48% | 12.08% | -2.027686 | -2.232746 |
| September 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - XDSLi | Parity | N/A | 0 | 23 | 0.00% | | 40 | 2,869 | 1.39% | 11.73% | -0.567994 | -1.345316 |
| September 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 60 | 24,973 | 0.24% | 4.90% | 4,255 | 499,173 | 0.85% | 9.19% | -10.268987 | -7.243101 |
| September 2016 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 9 | 34,560 | 0.03% | 0.13% | | | | | | -2.923354 |
| September 2016 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 13,039 | 0.00% | 0.03% | | | | | | -2.989067 |
| September 2016 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 14 | 34,776 | 0.04% | | | | | | | |
| September 2016 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 13,039 | 0.00% | | | | | | | |
| September 2016 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | Sub-Loop Unbundling | Diagnostic | N/A | 89 | 1 | 89.00 | | | | | | | |
| September 2016 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 128 | 4 | 32.00 | 0.00 | | | | | | |
| September 2016 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | Unbundled Loop Analog | Parity | N/A | 419 | 13 | 32.23 | 5.26 | 74,416 | 486 | 153.12 | 215.97 | -1.991754 | -2.2109 |
| September 2016 | Ordering and Provisioning | OP-15B-RD | Pending Orders Delayed for Facilities | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 4 | 4 | 100.00% | 0.00% | | | | | | |
| September 2016 | Ordering and Provisioning | OP-15B-RD | Pending Orders Delayed for Facilities | Unbundled Loop Analog | Parity | N/A | 0 | 13 | 0.00% | 0.00% | 178 | 486 | 36.63% | 48.18% | -2.705043 | -2.644549 |
| September 2016 | Ordering and Provisioning | OP-3B | Dispatches outside MSAs | Sub-Loop Unbundling | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| September 2016 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | LIS Trunk | Benchmark | 90.00% | 3 | 3 | 100.00% | 0.00% | 2 | 2 | 100.00% | 0.00% | | |
| September 2016 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | UNBUNDLED LOOP - ADSL COMPATIBLE | Benchmark | 90.00% | 2 | 2 | 100.00% | | | | | | | |
| September 2016 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 90.00% | 181 | 190 | 95.26% | | | | | | | |
| September 2016 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop - DS1 Capable | Parity | N/A | 38 | 43 | 88.37% | 32.06% | 1 | 1 | 100.00% | 0.00% | -1.207414 | -1.734056 |
| September 2016 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 18 | 24 | 75.00% | | | | | | | |
| September 2016 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 90.00% | 4 | 8 | 50.00% | | | | | | | |
| September 2016 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 3 | 3 | 100.00% | 0.00% | | |
| September 2016 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | UNBUNDLED LOOP - ADSL COMPATIBLE | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| September 2016 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 90.00% | 35 | 35 | 100.00% | | | | | | | |
| September 2016 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop - DS1 Capable | Parity | N/A | 8 | 8 | 100.00% | 0.00% | 1 | 3 | 33.33% | 47.14% | -2.088932 | -2.26998 |
| September 2016 | Ordering and Provisioning | OP-4B | Dispatches outside MSAs | Sub-Loop Unbundling | Benchmark | 6.00 | 3 | 1 | 3.00 | | | | | | | |
| September 2016 | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | LIS Trunk | Parity | N/A | 8 | 1 | 8.00 | 0.00 | 22 | 1 | 22.00 | 0.00 | | |
| September 2016 | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | UNBUNDLED LOOP - ADSL COMPATIBLE | Benchmark | 6.00 | 6 | 2 | 3.00 | | | | | | | |
| September 2016 | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 6.00 | 342 | 122 | 2.80 | | | | | | | |
| September 2016 | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop - DS1 Capable | Benchmark | 5.50 | 220 | 35 | 6.29 | | | | | | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| September 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 | | | | | | | |
| September 2016 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | UNBUNDLED LOOP - ADSL COMPATIBLE | Benchmark | 6.00 | 3 | 1 | 3.00 | | | | | | | |
| September 2016 | 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 | | | | | | | |
| September 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | LIS Trunk | Parity | N/A | 7 | 7 | 100.00% | 0.00% | 6 | 7 | 85.71% | 34.99% | -0.763763 | -1.464335 |
| September 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% | | |
| September 2016 | 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% | 0.00% | | |
| 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 |
| September 2016 | 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% | 0.00% | -0.057635 | -1.035039 |
| September 2016 | 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 |
| September 2016 | 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 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 3261.00 | 4,348 | 0.75 | | | | | | | |
| September 2016 | Pre-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 | Pre-Ordering | 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 | PO-1-IMA GUI | 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 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 2140.98 | 1,899 | 1.13 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | 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 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 8597.50 | 4,525 | 1.90 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 7777.38 | 4,602 | 1.69 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 67038.84 | 6,897 | 9.72 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 26711.25 | 6,375 | 4.19 | | | | | | | |
| September 2016 | Pre-Ordering | 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 | Pre-Ordering | 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 | Pre-Ordering | 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 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 43,200 | 43,200 | 100.00% | | | | | | | |
| August 2016 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 42,180 | 42,180 | 100.00% | | | | | | | |
| August 2016 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EXACT | Diagnostic | N/A | 22,860 | 22,860 | 100.00% | | | | | | | |
| August 2016 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| 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 | UNBUNDLED LOOP - ADSL COMPATIBLE | Diagnostic | N/A | 3 | 5 | 60.00% | | | | | | | |
| August 2016 | Maintenance and Repair | MR-5A | All Troubles Cleared w/i 4 Hours-Zone 1 | Unbundled Loop - 2 Wire Non-Loaded | Diagnostic | N/A | 14 | 21 | 66.67% | | | | | | | |

| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| August 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 | -0.833163 |
| August 2016 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 1 | 5 | 20.00% | 40.00% | 9 | 15 | 60.00% | 48.99% | 1.029158 | -0.374317 |
| August 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% | | | | | | | |
| August 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% | | | | | | | |
| August 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 | -1.035405 |
| August 2016 | Maintenance and Repair | MR-5X | Out of Service cleared w/i 24 hours | Business | Parity | N/A | 5 | 11 | 45.45% | 49.79% | 310 | 610 | 50.82% | 49.99% | 0.049574 | -0.969861 |
| August 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 | -1.650786 |
| August 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 | -1.309952 |
| August 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 | -1.068792 |
| August 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 | | |
| August 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 | | |
| August 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 | -0.952711 |
| August 2016 | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Unbundled Loop Analog | Parity | N/A | 601:33 | 61 | 9:52 | 9:28 | 114773:54 | 3,201 | 35:51 | 36:23 | -5.526638 | -4.359957 |
| August 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 | -0.889675 |
| August 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 | | | | | | |
| August 2016 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 16:19 | 2 | 8:10 | 0:22 | | | | | | |
| August 2016 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 28:49 | 6 | 4:48 | 2:57 | 73:10 | 12 | 6:06 | 5:18 | -0.487926 | -1.296638 |
| August 2016 | Maintenance and Repair | 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 | -2.255328 |
| August 2016 | Maintenance and Repair | MR-7A | Repair Repeat Rprt Rate-Disp w/i MSA | SUB-LOOP UNBUNDLING | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0 | 2 | 0.00% | 0.00% | | |
| August 2016 | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 2 | 10 | 20.00% | 40.00% | 1 | 13 | 7.69% | 26.65% | 0.258319 | -0.842953 |
| August 2016 | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 0 | 5 | 0.00% | 0.00% | 0 | 1 | 0.00% | 0.00% | | |
| August 2016 | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 1 | 21 | 4.76% | 21.30% | 0 | 1 | 0.00% | 0.00% | -1.690622 | -2.027825 |
| August 2016 | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop - DS1 Capable | Parity | N/A | 6 | 37 | 16.22% | 36.86% | 1 | 13 | 7.69% | 26.65% | 0.238761 | -0.854844 |
| August 2016 | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop Analog | Parity | N/A | 3 | 61 | 4.92% | 21.62% | 383 | 3,538 | 10.83% | 31.07% | -1.472313 | -1.895103 |
| August 2016 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 5 | 0.00% | 0.00% | 1 | 15 | 6.67% | 24.94% | -0.517549 | -1.314648 |
| August 2016 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 0 | 1 | 0.00% | 0.00% | | | | | | |
| August 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% | | | | | | |
| August 2016 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 6 | 0.00% | 0.00% | 1 | 15 | 6.67% | 24.94% | -0.553283 | -1.336372 |
| August 2016 | Maintenance and Repair | 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 | -1.481674 |
| August 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 | -1.118755 |
| August 2016 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 73,274 | 0.00% | 0.01% | 3 | 58,298 | 0.72% | 0.72% | -1.292603 | -1.785847 |
| August 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 | -1.505961 |
| August 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 | -1.423435 |
| August 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 | -0.260208 |
| August 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 | -0.712709 |
| August 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 | -1.467633 |
| August 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 | -1.293225 |
| August 2016 | Maintenance and Repair | 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 | -7.291111 |
| August 2016 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 7 | 34,608 | 0.02% | 0.18% | | | | | | -2.942954 |
| August 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% | 0.02% | | | | | | -2.991843 |
| August 2016 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 7 | 34,608 | 0.02% | | | | | | | |
| August 2016 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 13,063 | 0.00% | | | | | | | |
| August 2016 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | Sub-Loop Unbundling | Diagnostic | N/A | 82 | 3 | 27.33 | | | | | | | |
| August 2016 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 968 | 10 | 96.80 | 73.84 | | | | | | |
| August 2016 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | Unbundled Loop Analog | Parity | N/A | 169 | 17 | 9.94 | 5.15 | 70,130 | 452 | 155.15 | 211.91 | -2.773758 | -2.686325 |
| August 2016 | Ordering and Provisioning | OP-15B-RD | Pending Orders Delayed for Facilities | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 10 | 10 | 100.00% | 0.00% | | | | | | |
| August 2016 | Ordering and Provisioning | OP-15B-RD | Pending Orders Delayed for Facilities | Unbundled Loop Analog | Parity | N/A | 4 | 17 | 23.53% | 42.42% | 171 | 452 | 37.83% | 48.50% | -1.193726 | -1.725734 |
| August 2016 | Ordering and Provisioning | OP-3C | No dispatches | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 1,333 | 1,336 | 99.78% | 4.73% | -0.047422 | -1.028831 |
| August 2016 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 90.00% | 2 | 2 | 100.00% | | | | | | | |
| August 2016 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | LIS Trunk | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 2 | 2 | 100.00% | 0.00% | | |
| August 2016 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 90.00% | 224 | 229 | 97.82% | | | | | | | |
| August 2016 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop - DS1 Capable | Parity | N/A | 57 | 63 | 90.48% | 29.35% | 1 | 1 | 100.00% | 0.00% | -1.318011 | -1.801294 |
| August 2016 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 57 | 58 | 98.28% | | | | | | | |
| August 2016 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| August 2016 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 5 | 5 | 100.00% | 0.00% | | |
| August 2016 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 90.00% | 3 | 3 | 100.00% | | | | | | | |
| August 2016 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop - DS1 Capable | Parity | N/A | 3 | 3 | 100.00% | 0.00% | 3 | 4 | 75.00% | 43.30% | -0.755929 | -1.459572 |
| August 2016 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 4 | 4 | 100.00% | | | | | | | |
| August 2016 | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 6.00 | 10 | 2 | 5.00 | | | | | | | |
| August 2016 | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | LIS Trunk | Parity | N/A | 44 | 2 | 22.00 | 0.00 | | | | | | |
| August 2016 | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 6.00 | 400 | 140 | 2.86 | | | | | | | |
| August 2016 | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop - DS1 Capable | Benchmark | 5.50 | 292 | 47 | 6.21 | | | | | | | |
| August 2016 | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop Analog | Benchmark | 6.00 | 269 | 66 | 4.08 | | | | | | | |
| August 2016 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 6.00 | 5 | 1 | 5.00 | | | | | | | |
| August 2016 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 6.00 | 6 | 2 | 3.00 | | | | | | | |
| August 2016 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop - DS1 Capable | Benchmark | 5.50 | 15 | 3 | 5.00 | | | | | | | |
| August 2016 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 6.00 | 18 | 4 | 4.50 | | | | | | | |
| August 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | LIS Trunk | Parity | N/A | 5 | 5 | 100.00% | 0.00% | 11 | 11 | 100.00% | 0.00% | | |
| August 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 3,368 | 3,636 | 92.63% | 26.13% | -0.282047 | -1.171472 |
| August 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 243 | 249 | 97.59% | 15.33% | 7 | 7 | 100.00% | 0.00% | -1.016641 | -1.618074 |
| August 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - DS1 Capable | Parity | N/A | 65 | 66 | 98.48% | 12.22% | 5 | 5 | 100.00% | 0.00% | -1.472651 | -1.895308 |
| August 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop Analog | Parity | N/A | 69 | 70 | 98.57% | 11.87% | 2,626 | 2,796 | 93.92% | 23.90% | -1.608577 | -1.977945 |
| August 2016 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 5,875 | 5,876 | 99.98% | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 6614.36 | 19,454 | 0.34 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 15586.80 | 12,989 | 1.20 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 22201.16 | 19,454 | 1.14 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 3232.46 | 4,198 | 0.77 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 3698.18 | 4,198 | 0.88 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 747.18 | 1,779 | 0.42 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 1251.60 | 1,192 | 1.05 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 1998.78 | 1,779 | 1.12 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 3310.75 | 3,895 | 0.85 | | | | | | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 8013.78 | 3,798 | 2.11 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 11324.53 | 3,895 | 2.91 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 8153.25 | 7,765 | 1.05 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6722.20 | 5,795 | 1.16 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 14875.45 | 7,765 | 1.92 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 2308.68 | 1,089 | 2.12 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 669.20 | 1,195 | 0.56 | | | | | | | |
| August 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 | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 560 | 560 | 100.00% | | | | | | | |
| August 2016 | Pre-Ordering | PO-5C-(c) | FOCs on Time for manual LSRs via Facsimile | LNP | Benchmark | 90.00% | 2 | 2 | 100.00% | | | | | | | |
| August 2016 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 21 | 21 | 100.00% | | | | | | | |
| August 2016 | Pre-Ordering | PO-9B | Unbundled Loops | Unbundled Loops and Number Portability | Parity | N/A | 28 | 64 | 43.75% | 49.61% | 5 | 103 | 4.85% | 21.49% | -11.370783 | -7.912945 |
| July 2016 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 1,753 | 1,754 | 99.94% | | | | | | | |
| July 2016 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 1,327,448 | 1,346,228 | 98.61% | | | | | | | |
| July 2016 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 13,138 | 13,138 | 100.00% | | | | | | | |
| July 2016 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 2,760 | 2,767 | 99.75% | 5.02% | 59,927 | 60,587 | 98.91% | 10.38% | -4.14474 | -3.519823 |
| July 2016 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 13,138 | 13,138 | 100.00% | | | | | | | |
| July 2016 | Collocation | CP-2B | Non-Forecasted and Late Forecasted Collocations | All | 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 | | | | | | | |
| July 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 29,880 | 29,880 | 100.00% | | | | | | | |
| July 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% | | | | | | | |
| July 2016 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EXACT | Diagnostic | N/A | 21,600 | 21,600 | 100.00% | | | | | | | |
| July 2016 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| July 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 | -0.329142 |
| July 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% | | | | | | | |
| July 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 | -0.646148 |
| 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 | -0.391724 |
| July 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% | | | | | | | |
| July 2016 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Unbundled Loop - 2 Wire Non-Loaded | Diagnostic | N/A | 0 | 1 | 0.00% | | | | | | | |
| July 2016 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 2 | 3 | 66.67% | 47.14% | 14 | 17 | 82.35% | 38.12% | -0.02199 | -1.013369 |
| July 2016 | Maintenance and Repair | MR-5X | Out of Service cleared w/i 24 hours | Business | Parity | N/A | 0 | 3 | 0.00% | 0.00% | 223 | 495 | 45.05% | 49.75% | 0.96384 | -0.414027 |
| July 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 | 40.66% | 49.12% | -0.35468 | -1.21563 |
| July 2016 | Maintenance and Repair | MR-6B | Mean Time to Restore disp out MSA | SUB-LOOP UNBUNDLING | Parity | N/A | 137:48 | 3 | 45:56 | 25:38 | 34424:37 | 701 | 49:06 | 53:31 | -0.102532 | -1.062335 |
| July 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 | 4:28 | 3:06 | -0.002358 | -1.001434 |
| July 2016 | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 24:27 | 6 | 4:04 | 3:12 | | | | | | |
| July 2016 | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 113:56 | 19 | 6:00 | 5:09 | | | | | | |
| July 2016 | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Unbundled Loop - DS1 Capable | Parity | N/A | 198:42 | 42 | 4:44 | 4:24 | 25:52 | 6 | 4:19 | 2:48 | 0.062707 | -0.961877 |
| July 2016 | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Unbundled Loop - XDSLi | Parity | N/A | 7:00 | 1 | 7:00 | 0:00 | 27:09 | 7 | 3:53 | 2:48 | 0.609791 | -0.629273 |
| July 2016 | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Unbundled Loop Analog | Parity | N/A | 500:17 | 53 | 9:26 | 11:03 | 120598:15 | 2,924 | 41:15 | 77:18 | -2.968658 | -2.804816 |
| July 2016 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 35:29 | 9 | 3:57 | 2:52 | 154:25 | 13 | 11:53 | 33:52 | -0.540332 | -1.328499 |
| July 2016 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 1:47 | 1 | 1:47 | 0:00 | | | | | | |
| July 2016 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 8:38 | 1 | 8:38 | 0:00 | | | | | | |
| July 2016 | Maintenance and Repair | MR-6E | 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 | -1.205683 |
| July 2016 | Maintenance and Repair | MR-6E | 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 | 53:05 | -2.355403 | -2.431983 |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| July 2016 | Maintenance and Repair | MR-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 | -1.796002 |
| July 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 | -0.915108 |
| July 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 | -1.649037 |
| July 2016 | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 1 | 19 | 5.26% | 22.33% | 0 | 1 | 0.00% | 0.00% | -1.644854 | -2 |
| July 2016 | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop - DS1 Capable | Parity | N/A | 6 | 42 | 14.29% | 34.99% | 3 | 12 | 25.00% | 43.30% | -0.755929 | -1.459572 |
| July 2016 | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop - XDSLi | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 3 | 12 | 25.00% | 43.30% | -0.5547 | -1.337234 |
| July 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 | -1.765955 |
| July 2016 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 3 | 9 | 33.33% | 47.14% | 3 | 17 | 17.65% | 38.12% | 0.433851 | -0.736237 |
| July 2016 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 0 | 1 | 0.00% | 0.00% | | | | | | |
| July 2016 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 1 | 0.00% | 0.00% | | | | | | |
| July 2016 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 3 | 0.00% | 0.00% | 3 | 17 | 17.65% | 38.12% | -0.739208 | -1.449407 |
| July 2016 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 0 | 8 | 0.00% | 0.00% | 93 | 773 | 12.03% | 32.53% | -1.04063 | -1.632658 |
| July 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 20 | 1,585 | 1.26% | 11.16% | 27 | 2,572 | 1.05% | 10.19% | 0.651583 | -0.603865 |
| July 2016 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 74,042 | 0.00% | | 0 | 59,878 | 0.00% | 0.41% | -0.743567 | -1.452057 |
| July 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 0 | 61 | 0.00% | | 3,391 | 343,859 | 0.99% | 9.88% | -0.779385 | -1.473833 |
| July 2016 | Maintenance and Repair | MR-8 | Trouble Rate | SUB-LOOP UNBUNDLING | Parity | N/A | 3 | 206 | 1.46% | 11.98% | 29 | 2,919 | 0.99% | 9.92% | 0.374805 | -0.772135 |
| July 2016 | Maintenance and Repair | MR-8 | Trouble Rate | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 7 | 2,516 | 0.28% | 5.27% | 1 | 1,019 | 0.10% | 3.13% | 1.548899 | -0.058336 |
| July 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 20 | 15,604 | 0.13% | 3.58% | 1 | 1,020 | 0.10% | 3.13% | 0.297925 | -0.818875 |
| July 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 45 | 5,054 | 0.89% | 9.39% | 28 | 2,600 | 1.08% | 10.32% | -0.74884 | -1.455262 |
| July 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 | -0.528538 |
| July 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 61 | 25,649 | 0.24% | 4.87% | 4,010 | 508,504 | 0.79% | 8.85% | -9.729879 | -6.915347 |
| July 2016 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 7 | 34,512 | 0.02% | 0.18% | | | | | | -2.941168 |
| July 2016 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 13,063 | 0.00% | 0.03% | | | | | | -2.990685 |
| July 2016 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 11 | 34,680 | 0.03% | | | | | | | |
| July 2016 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 13,063 | 0.00% | | | | | | | |
| July 2016 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | Sub-Loop Unbundling | Diagnostic | N/A | 45 | 1 | 45.00 | | | | | | | |
| July 2016 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 1,178 | 15 | 78.53 | 46.03 | | | | | | |
| July 2016 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | Unbundled Loop - DS1 Capable | Parity | N/A | 125 | 4 | 31.25 | 11.50 | 162 | 2 | 81.00 | 24.04 | -2.389453 | -2.452684 |
| July 2016 | Ordering and Provisioning | OP-15B-RD | Pending Orders Delayed for Facilities | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 15 | 15 | 100.00% | 0.00% | | | | | | |
| July 2016 | Ordering and Provisioning | OP-15B-RD | Pending Orders Delayed for Facilities | Unbundled Loop - DS1 Capable | Parity | N/A | 4 | 4 | 100.00% | 0.00% | 1 | 2 | 50.00% | 50.00% | 3.719016 | 1.261001 |
| July 2016 | Ordering and Provisioning | OP-3A | Dispatches within MSAs | Sub-Loop Unbundling | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| July 2016 | Ordering and Provisioning | OP-3C | No dispatches | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 1,173 | 1,176 | 99.74% | 5.04% | -0.050551 | -1.030733 |
| July 2016 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 90.00% | 2 | 2 | 100.00% | | | | | | | |
| July 2016 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | LIS Trunk | Parity | N/A | 4 | 4 | 100.00% | 0.00% | 5 | 5 | 100.00% | 0.00% | | |
| July 2016 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | UNBUNDLED LOOP - ADSL COMPATIBLE | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| July 2016 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 90.00% | 187 | 212 | 88.21% | | | | | | | |
| July 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 | -1.423082 |
| July 2016 | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 62 | 69 | 89.86% | | | | | | | |
| July 2016 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 90.00% | 4 | 5 | 80.00% | | | | | | | |
| July 2016 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 3 | 3 | 100.00% | 0.00% | | |
| July 2016 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 90.00% | 7 | 8 | 87.50% | | | | | | | |
| July 2016 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 2 | 2 | 100.00% | 0.00% | | |
| July 2016 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| July 2016 | Ordering and Provisioning | OP-4A | Dispatches within MSAs | Sub-Loop Unbundling | Benchmark | 6.00 | 4 | 1 | 4.00 | | | | | | | |
| July 2016 | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 6.00 | 10 | 2 | 5.00 | | | | | | | |
| July 2016 | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | LIS Trunk | Parity | N/A | 22 | 1 | 22.00 | 0.00 | | | | | | |
| July 2016 | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | UNBUNDLED LOOP - ADSL COMPATIBLE | Benchmark | 6.00 | 2 | 1 | 2.00 | | | | | | | |
| July 2016 | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 6.00 | 586 | 175 | 3.35 | | | | | | | |
| July 2016 | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop - DS1 Capable | Benchmark | 5.50 | 175 | 34 | 5.15 | | | | | | | |
| July 2016 | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop Analog | Benchmark | 6.00 | 606 | 66 | 9.18 | | | | | | | |
| July 2016 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 6.00 | 22 | 5 | 4.40 | | | | | | | |
| July 2016 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 6.00 | 21 | 7 | 3.00 | | | | | | | |
| July 2016 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop - DS1 Capable | Benchmark | 5.50 | 5 | 1 | 5.00 | | | | | | | |
| July 2016 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 6.00 | 5 | 1 | 5.00 | | | | | | | |
| July 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | LIS Trunk | Parity | N/A | 6 | 6 | 100.00% | 0.00% | 10 | 10 | 100.00% | 0.00% | | |
| July 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 2,970 | 3,267 | 90.91% | 28.75% | -0.316179 | -1.192223 |
| July 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | SUB-LOOP UNBUNDLING | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 4 | 4 | 100.00% | 0.00% | | |
| July 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 1 | 1 | 100.00% | 0.00% | | |
| July 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 233 | 238 | 97.90% | 14.34% | 1 | 1 | 100.00% | 0.00% | -2.035098 | -2.237252 |
| July 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - DS1 Capable | Parity | N/A | 37 | 38 | 97.37% | 16.01% | 4 | 4 | 100.00% | 0.00% | -1.309172 | -1.79592 |
| July 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 | -1.21992 |
| July 2016 | Ordering and Provisioning | OP-8B | Number Portability Timeliness with Loop Coord | LNP | Benchmark | 95.00% | 4 | 4 | 100.00% | | | | | | | |
| July 2016 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 2,665 | 2,665 | 100.00% | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 6405.96 | 19,412 | 0.33 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 15570.00 | 12,975 | 1.20 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 21975.96 | 19,412 | 1.13 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 3288.48 | 4,216 | 0.78 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 3876.63 | 4,216 | 0.92 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 701.51 | 1,711 | 0.41 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 1320.90 | 1,295 | 1.02 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 2022.41 | 1,711 | 1.18 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 3120.92 | 3,806 | 0.82 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 8219.67 | 3,859 | 2.13 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 11340.59 | 3,806 | 2.98 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 8049.60 | 7,740 | 1.04 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6893.64 | 5,892 | 1.17 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 14943.24 | 7,740 | 1.93 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 2305.80 | 1,098 | 2.10 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 630.18 | 1,167 | 0.54 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 2935.98 | 1,098 | 2.67 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 3619.62 | 6,703 | 0.54 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 7515.64 | 12,958 | 0.58 | | | | | | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| July 2016 | 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 | -8.952389 |