

Qwest Corporation (Qwest or CTL-Q) Performance Results

Washington August 2016 - August 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.

September 11, 2017

CenturyLink QC Performance Results - Current 271 PID

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result CL	.EC Standard Deviation (CTL-Q Numerator CTI	L-Q Denominator	CTL-Q Result CTL-	-Q Standard Deviation	Modified Z Score	Parity Score
August 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,740	1,742	99.89%							,
August 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,108,807	1.108.807	100.00%							
August 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	5.696	5,696	100.00%							
August 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2.785	2,793	99.71%	5.34%	86,255	86.726	99.46%	7.35%	-1.816588	-2.10440
August 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	5.696	5.696	100.00%	******		******				
August 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4.803.802	4,428,264	1.08							
August 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	5383.47	31.907	0.17							
August 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
August 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
August 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
August 2017 August 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Bepair	FRTA	Diagnostic	N/A	43 200	43 200	100.00%					\rightarrow	\rightarrow	
August 2017 August 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI		N/A	42,180	42,180	100.00%						\rightarrow	
August 2017 August 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	FASE	Diagnostic Diagnostic	N/A	27,960	27.960	100.00%					\rightarrow		
		GA-4 GA-4	System Availability - ASR System Availability - ASR	EXACT		N/A	27,960	27,960	100.00%							
August 2017	Electronic Gateway Availability				Diagnostic		0	0								
August 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
August 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%	14	15	93.33%	24.94%	-0.304339	-1.185025
August 2017	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%						
August 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	4	5	80.00%							
August 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	17	26	65.38%							
August 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	29	39	74.36%	43.67%	10	11	90.91%	28.75%	0.731997	-0.554978
August 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	2	50.00%	50.00%	12	14	85.71%	34.99%	0.38532	-0.765742
August 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%	0.00%		
August 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%							
August 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	5	9	55.56%	49.69%	12	15	80.00%	40.00%	0.814728	-0.50468
August 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	4	7	57.14%	49.49%	307	573	53.58%	49.87%	-0.187992	-1.114291
August 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%	1.524	3.489	43.68%	49.60%	-1.605386	-1.976005
August 2017 August 2017	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	SUB-LOOP UNBUNDLING	Parity	N/A	23:04	- 1	23:04	0:00	94342:50	2,421	38:58	32:58	-0.482372	-1.293261
August 2017 August 2017	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	23:04	1	23:04	0:00	24392:50	741	38:58	32:58	-0.482372 -0.343334	-1.29326
	Maintenance and Repair Maintenance and Repair	MR-6D	Mean Time to Restore disp out MSA Mean Time to Restore Interval Zone 1			N/A	22:24	1	3:17	1:48	24392:25	12	2:07	1:14	1.607248	-0.022863
August 2017				Enhanced Extended Loops - DS1 Capable	Parity			9			25:27	12	2:07	1:14	1.60/248	-0.022863
August 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	89:00	1	89:00	0:00						
August 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	12:59	5	2:36	1:47	7:02	1	7:02	0:00		
August 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	112:45	26	4:20	2:38	7:02	1	7:02	0:00		
August 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	139:22	39	3:34	3:06	19:02	10	1:54	1:19	1.750686	0.064342
August 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	462:52	60	7:43	8:07	102826:32	2,670	38:31	33:35	-7.023905	-5.270231
August 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7:21	2	3:40	2:00	50:36	9	5:37	10:34	-0.235879	-1.143404
August 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	78:09	1	78:09	0:00	792:49	1	792:49	0:00		
August 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	3:45	1	3:45	0:00						
August 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	37:13	9	4:08	2:23	55:02	10	5:30	9:58	-0.298867	-1.181698
August 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	36:21	4	9:05	9:59	26376:01	789	33:26	33:39	-1.442882	-1.87721
August 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	11	1,178	0.93%	9.62%	29	2,185	1.33%	11.44%	-0.951146	-1.578256
August 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	2	69.568	0.00%	0.54%	1	56.365	0.00%	0.42%	0.461138	-0.719648
August 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	2	51	3.92%	19.41%	3,424	301,392	1.14%	10.60%	1.203244	-0.26848
August 2017 August 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP LINBLINDLING	Parity	N/A	2	221	0.90%	9.47%	34	2 489	1.37%	11.61%	-0.565869	-1.344024
	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A		1.803	0.28%	5.26%	34	2,409	0.10%	3.20%	1.373346	-0.165065
August 2017	Maintenance and Repair	MR-8	Trouble Rate			N/A	27	1,803	0.28%	5.26%	- 1	975	0.10%	3.20%	0.937752	-0.165065 -0.429887
August 2017				Unbundled Loop - 2 Wire Non-Loaded	Parity				0.000	11.10.10	1		0.1010	0.000.0	0.000	
August 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	48	4,243	1.13%	10.58%	26	2,226	1.17%	10.74%	-0.130659	-1.079435
August 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	18	0.00%		34	2,480	1.37%	11.63%	-0.498399	-1.303005
August 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	64	21,805	0.29%	5.41%	4,157	450,840	0.92%	9.56%	-9.483998	-6.765862
August 2017	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	2,149	2,419	88.84%	31.49%	-0.354384	-1.21545
August 2017	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	679	746	91.02%	28.59%	-0.313915	-1.190847
August 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	9	33,888	0.03%	0.23%						-2.916969
August 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	6	13,087	0.05%	0.36%						-2.856407
August 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	9	33,888	0.03%							
August 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	6	13,087	0.05%							
August 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	34	1	34.00							
August 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	1	2.00	0.00						
August 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	3	1	3.00	0.00	760	1	760.00	0.00		
August 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	1	100.00%	0.00%		-			\rightarrow	
August 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%	0	1	0.00%	0.00%	\rightarrow	
August 2017	Ordering and Provisioning	OP-3A	Disnatches within MSAs	Sub-Loop Unbundling	Benchmark	90.00%	- 1	1	100.00%	2.2370	-				\rightarrow	
August 2017 August 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	13	13	100.00%	0.00%	7	7	100.00%	0.00%		
August 2017 August 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	53	53	100.00%	0.0076	-		100.0076	0.0076	\rightarrow	
August 2017 August 2017		OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable		90.00% N/A	19	53	79.17%	40.61%	2	2	66.67%	47.14%	-0.433013	-1.263253
	Ordering and Provisioning	OP-3D			Parity Benchmark	N/A 90.00%	19	24	79.17% 93.75%	40.61%	2	3	00.07%	47.14%	-0.433013	-1.263253
August 2017	Ordering and Provisioning		Interval Zone 1 Areas	Unbundled Loop Analog									400			
August 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	5	5	100.00%	0.00%	1	1	100.00%	0.00%		
August 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	0	2	0.00%							
August 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	5	5	100.00%	0.00%						
August 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	7	7	100.00%							
August 2017	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	6.00	3	1	3.00							
August 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	85	31	2.74							
August 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	97	17	5.71							
August 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	259	49	5.29							
August 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	20	2	10.00							
	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	10	2	5.00							
August 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	35	7	5.00							
		OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	5,931	5,944	99.78%							
August 2017	Ordering and Provisioning			REQUEST	Diagnostic	N/A	6681.68	19.652	0.34						\rightarrow	
August 2017 August 2017	Ordering and Provisioning Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)					10,002	0.0-							
August 2017 August 2017 August 2017	Pre-Ordering					N/A	16737 60	19.876	1 30							
August 2017 August 2017 August 2017 August 2017 August 2017 August 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A N/A	16737.50 23419.18	12,875	1.30							
August 2017 August 2017 August 2017 August 2017 August 2017	Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	RESPONSE TOTAL	Diagnostic Diagnostic	N/A	23419.18	19,652	1.19							
August 2017 August 2017 August 2017 August 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic											

Month	PID Category	PID	PID Title	Product Category	Standard					CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Scr
ugust 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1329.80	1,220	1.09							
ugust 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2055.50	1,770	1.16							
igust 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3024.00	3,600	0.84							
igust 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7991.55	3,717	2.15							
gust 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11015.55	3,600	3.06							
ugust 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7900.00	7,900	1.00							
gust 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6840.00	5,700	1.20							
ugust 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14740.00	7,900	1.87							_
ugust 2017	Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST RESPONSE	Diagnostic	N/A N/A	2343.50 660.00	1,090 1,200	2.15 0.55							_
ugust 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A N/A	3003.50	1,200	2.76							_
ugust 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI		REQUEST	Diagnostic	N/A N/A	3003.50	1,090	0.52							-
ugust 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A N/A	7920.00	6,500 13,200	0.52							_
ugust 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11300.00	13,200	1.74							
ugust 2017 ugust 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability) Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic Diagnostic	N/A	11300.00	1.098	0.25							-
	Pre-Ordering Pre-Ordering	PO-1-IMA GUI		REQUEST		N/A	274.50 855.00	1,098	0.45							-
ugust 2017 ugust 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic Diagnostic	N/A	1261.00	1,900	1.30							-
gust 2017 ugust 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2390.50	1.900	1.30							-
igust 2017 igust 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (1N Reservation) Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2590.50	1,900	0.70							-
	Pre-Ordering Pre-Ordering	PO-1-IMA GUI		RESPONSE		N/A	2590.00 51415.95	2,699	19.05							-
igust 2017 igust 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	51415.95	2,699	19.05							-
	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	XML Request/Response	Diagnostic	N/A	54005.95 8160.00	3,700 4.800	1.70							-
gust 2017	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XMI	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8160.00	4,800	1.70							-
9	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)		Diagnostic	N/A N/A	8214.31 67824.35	4,589 6.985	9.71							-
gust 2017 gust 2017	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XMI	Pre-Order Response Times (Facility Check XML) Pre-Order Response Times (Get CSR XML)	XML Request/Response XML Request/Response	Diagnostic Diagnostic	N/A N/A	67824.35 27392.00	6,985	9.71							_
gust 2017 gust 2017	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Get CSR XML) Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response XML Request/Response		N/A N/A	27392.00 47913.06	6,400	4.28							_
gust 2017 aust 2017	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XMI	Pre-Order Response Times (Loop Qual Tools XML) Pre-Order Response Times (Meet Point Inquiry XMI)	XML Request/Response XMI Request/Response	Diagnostic Diagnostic	N/A N/A	4/913.06 3956.40	3,477	13.78							_
	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML				N/A N/A	3956.40 17500.00	785 5.000	3.50							_
gust 2017 gust 2017	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XMI	Pre-Order Response Times (Service Avail XML) Pre-Order Response Times (TN Reservation XML)	XML Request/Response XML Request/Response	Diagnostic Diagnostic	N/A N/A	1/500.00 3900.00	5,000	1.30							_
gust 2017 gust 2017	Pre-Ordering Pre-Ordering	PO-1-XML		XML Request/Response XML Request/Response	Diagnostic	N/A	5781.66	1,671	3.46							-
gust 2017 gust 2017	Pre-Ordering	PO-2A	Pre-Order Response Times(Connecting Fac Assgn XML) All Electronic LSRs	I NP	Diagnostic	N/A	2 195	2 767	79.33%							_
	Pre-Ordering Pre-Ordering	PO-2A PO-2A	All Electronic LSRs	LITT		N/A	2,195	2,767	40.00%							_
gust 2017 gust 2017	Pre-Ordering Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS Unbundled Loop Aggregate	Diagnostic Diagnostic	N/A	317	393	40.00% 80.66%							_
gust 2017 gust 2017	Pre-Ordering	PO-2A PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2.195	2,207	99.46%							_
just 2017 just 2017	Pre-Ordering Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2,195	2,207	100.00%							_
gust 2017 gust 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	317	321	98.75%							_
just 2017 just 2017	Pre-Ordering	PO-3C	LSRs received via facsimile		Diagnostic	N/A	101:39	321	25:25							-
gust 2017 gust 2017	Pre-Ordering	PO-3C	Electronic LSRs Rejected Manually	Product Aggregate Product Aggregate		N/A	575:56	298	1:56							-
gust 2017 gust 2017	Pre-Ordering Pre-Ordering	PO-5A-(a)	EOCs on Time for Fully Electronic LSRs	Resale Aggregate	Diagnostic Benchmark	95 00%	20	290	100 00%							_
igust 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	321	321	100.00%							_
ugust 2017 ugust 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	I NP	Benchmark	95.00%	1 999	1 999	100.00%							_
ugust 2017 ugust 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1,999	12	100.00%							_
ugust 2017 ugust 2017	Pre-Ordering Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	121	122	99.18%							_
ugust 2017 ugust 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	516	516	100.00%							_
ugust 2017 ugust 2017	Pre-Ordering	PO-5B-(C)	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	36	36	100.00%							_
ugust 2017 ugust 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	30	22	13.64%	34.32%	2	77	3.90%	19.35%	-2.082207	7 -2.26
ly 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1 949	1 952	99.85%	34.3270	3	- 11	3.8076	10.55/0	-2.002207	-2.20
ly 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,134,487	1,134,487	100.00%							_
ly 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	6.712	6.712	100.00%							_
ly 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	3 -2.92
y 2017 y 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	6.712	6.712	100.00%	0.4070	34,014	33,103	80.87 /0	10.1270	-0.108755	-2.02
ly 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4.045.810	3.766.648	1.07							_
ly 2017	Database Updates Database Undates	DB-16	All	Directory Listing	Diagnostic	N/A	4,043,610	3,766,646	0.16							_
y 2017 y 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29.880	29,943	100.00%							-
y 2017 y 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,000	29,000	100.00%							-
,		GA-1	Gateway Availability - LSR Gateway Availability - LSR	XML		N/A	29,880	29,880	100.00%							-
y 2017 y 2017	Electronic Gateway Availability Electronic Gateway Availability	GA-1	Gateway Availability - LSR Gateway Availability - Repair	XML FBTA	Diagnostic	N/A N/A	29,880	29,880 42,840	100.00%							-
/ 2017 / 2017		GA-3	Gateway Availability - Repair Gateway Availability - Repair	RepairGUI	Diagnostic	N/A N/A	42,840 41,565	42,840 41.565	100.00%							_
y 2017 y 2017	Electronic Gateway Availability Electronic Gateway Availability	GA-3	Gateway Availability - Repair System Availability - ASR	RepairGUI FASE	Diagnostic Diagnostic	N/A N/A	41,565 26,580	41,565	100.00%							_
,		GA-4	System Availability - ASR System Availability - ASR	EXACT		N/A N/A	26,580	∠6,580	100.00%							-
y 2017 v 2017	Electronic Gateway Availability Electronic Gateway Availability	GA-4 GA-7	System Availability - ASR Timely Outage Resolution after Software Releases	ALI	Diagnostic Diagnostic	N/A N/A	0	0								-
y 2017 y 2017							0	0	400.000	0.000			400.0			-
y 2017 y 2017	Maintenance and Repair Maintenance and Repair	MR-5A MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE	Parity Diagnostic	N/A N/A	2	2	100.00%	0.00%	10	10	100.00%	0.00%		-
,							1									-
y 2017 v 2017	Maintenance and Repair Maintenance and Repair	MR-5A MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Diagnostic	N/A N/A	12	20 35	60.00% 57.14%	49 49%	13	15	86.67%	33.99%	1 736055	5 0.05
,					Parity		20	35			13					
y 2017 y 2017	Maintenance and Repair Maintenance and Repair	MR-5B MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2 All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A	4	6	66.67%	47.14% 0.00%	4	10	40.00%	48.99%	-1.054093	-1.6
,					Parity		0	1	0.0010	0.00%						-
2017	Maintenance and Repair	MR-5B MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	1	100.00%							
2017	Maintenance and Repair		All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	4	8	50.00%	50.00%	4	10			-0.430331	
2017	Maintenance and Repair	MR-5X MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	9	11.11%	31.43%	202	489	41.31%		1.530916	
/ 2017	Maintenance and Repair		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%		-0.226786	
/ 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		-0.788876	
y 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	0	1.049387	
/ 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		-1.126884	-1.6
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			
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			
/ 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			1.226528	
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			-6.804803	
y 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	7 -0.
y 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						
	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						
/ 2017 / 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	28:56		3:37	1:31	44:47		5:36	3:57	-1.002525	-1.6

Month July 2017	PID Category Maintenance and Repair	PID MR-6F	PID Title Mean Time to Restore Interval Zone 2	Product Category Unbundled Loop Analog	Standard Parity	N/A	29:34	OZEO DellOIIIIIIIIIII	9:51	0:03	CTL-Q Numerator C1 29003:48	1L-Q Denominator 685	42:20	63:41	-0 881673	Parity Scor
ıly 2017 ıly 2017	Maintenance and Repair	MR-7A	Repair Repeat Rort Rate-Disp w/I MSA	SUB-LOOP UNBUNDLING	Parity	N/A	29.34	3	0.00%	0.00%	29003.46	2	0.00%	0.00%	-0.001073	-1.5500
y 2017 ly 2017	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	- 1	1	33.33%	47.14%	0	2	0.00%	0.00%	-0.253347	-1.1540
y 2017 y 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Josp out WSA Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%	0	15	0.00%	0.00%	-0.203347	-1.1540
y 2017 y 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	15	0.00%	0.00%		
y 2017 v 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded		N/A	0	20	5.00%	21.79%	0	1	0.00%	0.00%	-1 668391	-2 014
,	Maintenance and Repair	MR-7D			Parity Parity	N/A	1	35	5.00% 8.57%	27.99%	0	15	0.00%	0.00%	0.429091	-0.739
y 2017			Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable			3				0					
ly 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	/	49	14.29%	34.99%	402	3,184	12.63%	33.21%	0.182253	-0.889
ly 2017	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	10	20.00%	40.00%	-0.161374	-1.098
ly 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
ıly 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%						
uly 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	8	0.00%	0.00%	2	10	20.00%	40.00%	-1.054093	-1.6408
uly 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	3	0.00%	0.00%	96	782	12.28%	32.82%	-0.6467	-1.393
uly 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	-1.426
uly 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%			
uly 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	-1.459
uly 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	-0.486
ıly 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	-0.190
ılv 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	-0.701
ıly 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	-1.240
aly 2017 aly 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	- 0	4,290	0.00%	0.0076	25	2,513	0.99%	9.92%	-0.446517	-1.2714
ıly 2017 ıly 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	-7.028
ıly 2017 ılv 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	Unburidled Loop Analog		N/A	52	22,038	0.24%	4.85% 0.13%	3,966	454,947	0.87%	9.30%	-9.915983	-7.0284
,					Parity			0.0)	0.00.00	01.1070						
uly 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	13,087	0.00%	0.03%						-2.9925
uly 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%							
ıly 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%							
ıly 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	11	1	11.00							
ıly 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		
uly 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	-1.394
uly 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%		
uly 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	-1.539
ılv 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	-1.053
aly 2017 aly 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	0	1	0.00%	0.0076	705	771	00.22.70	0.7870	-0.000004	-1.000
aly 2017 aly 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	116	123	94.31%							
ly 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	20	25	80.00%	40.00%						
ıly 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	31	36	86.11%							
uly 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%							
uly 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
uly 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	8	12	66.67%							
uly 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	1	1	100.00%							
uly 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	-1.2462
July 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	12	1	12.00							
luly 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	364	86	4.23							
luly 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	114	25	4.56							
luly 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	189	39	4.85							
luly 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	39	5.00							
uly 2017 uly 2017		OP-4E	Interval Zone 2 Areas			6.00	37	1	4.63							
	Ordering and Provisioning	OP-4E		Unbundled Loop - 2 Wire Non-Loaded	Benchmark		3/	8	4.63 5.00							
uly 2017	Ordering and Provisioning		Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	5	1								
uly 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	2	2	100.00%	0.00%		
uly 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	1	1	100.00%	0.00%	1,966	2,174	90.43%	29.41%	-0.325192	-1.1977
uly 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	137	143	95.80%	20.05%	2	2	100.00%	0.00%	-1.396235	-1.8488
uly 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	24	25	96.00%	19.60%	1	1	100.00%	0.00%	-1.768825	-2.0753
uly 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	38	40	95.00%	21.79%	1,656	1,775	93.30%	25.01%	-0.426199	-1.259
uly 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	3,422	3,427	99.85%							
ıly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6375.27	19,319	0.33							
ıly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15832.56	12,872	1.23							
ıly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22207.83	19.319	1.15				-			
ıly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3289.26	4.217	0.78				-			
uly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3776.11	4,217	0.90							
ıly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appl. Scrieduler)	REQUEST	Diagnostic	N/A	721.60	1,760	0.41							
uly 2017 uly 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1310.04	1,760	1.08							
ıly 2017 ılv 2017		PO-1-IMA GUI		TOTAL	Diagnostic	N/A	2031.64	1,213	1.08							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST		N/A N/A	2031.64	1,760	0.83							
ıly 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)		Diagnostic											
uly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7982.95	3,713	2.15							
ıly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11202.52	3,879	2.89							
ly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8154.64	7,841	1.04							
ly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6608.16	5,648	1.17							
ly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14762.80	7,841	1.88							
ly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2272.47	1,077	2.11							
ly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	690.78	1,191	0.58							
ly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2963.25	1,077	2.75							
ly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3343.08	6.429	0.52							
ly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7778.56	13.184	0.59							
ly 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11121.64	6.429	1.73							
ly 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability) Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	228.90	1,090	0.21							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	791.20	1,978	0.40							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1248.00	960	1.30							
ıly 2017		PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2268.10	1,978	1.15							
uly 2017 uly 2017 uly 2017	Pre-Ordering															
ıly 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2236.00	3,440	0.65							
y 2017 y 2017 y 2017		PO-1-IMA GUI				N/A N/A	2236.00 50227.52	3,440 2,638	0.65 19.04							
ly 2017 ly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic											

Month	PID Category	PID	PID Title	Product Category						LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
uly 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							
ıly 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							
ıly 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							
ly 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							_
uly 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							_
uly 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							_
uly 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							
uly 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							_
uly 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,121	2,635	80.49%							
uly 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	33	70	47.14%							
uly 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	361	442	81.67%							
luly 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,121	2,132	99.48%							
luly 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	33	33	100.00%							
luly 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	361	367	98.37%							
luly 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	3:29	1	3:29							
luly 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	460:55	307	1:30							
luly 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	32	32	100.00%							_
uly 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	350	359	97.49%							
luly 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,931	1,965	98.27%							
luly 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	16	16	100.00%							
uly 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	116	120	96.67%							
uly 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	449	449	100.00%							
uly 2017	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
luly 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	13	13	100.00%							
luly 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	5	22	22.73%	41.91%	4	80	5.00%	6 21.79%	-3.378714	4 -3.0541
lune 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,356	1,357	99.93%							
lune 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%	6 10.97%	-4.974524	4 -4.0242
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%							
lune 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%	6 49.69%	-1.423025	5 -1.86513
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%	6 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%	6 50.00%	-0.270604	4 -1.1645
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%	6 48.99%	-0.206725	5 -1.125
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%	6 49.44%	1.111736	6 -0.3241
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	8 3:32	-1,410416	6 -1.8574
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			
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 3:50	-0.404289	9 -1.245
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				
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	5,205 0	3:31			
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	3	2:32	0:00	31.35	9	3.31	2.14	0.000096	-0.3076
June 2017 June 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog	Parity	N/A	29:46	1	9:55	7:56	27243:33	837	32:33	3 30:59	-1.262309	9 -1.7674
lune 2017	Maintenance and Repair	MR-6E MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	29.40	3	0.00%	0.00%	21240:33	837				
lune 2017	Maintenance and Repair	MR-7D MR-7D	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	9	0.00%	0.00%	1	10	0.00%			-1.4410
		MR-7D MR-7D				N/A N/A	0	5	20.00%	40.00%	0	1	0.00%	0.00%		-
June 2017 June 2017	Maintenance and Repair Maintenance and Repair	MR-7D MR-7D	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded	Parity Parity	N/A N/A	1	5	20.00%	40.00% 22.91%						-
lune 2017 lune 2017	Maintenance and Repair Maintenance and Repair	MR-7D MR-7D	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	N/A N/A	1	18	10.53%	22.91%		10	10.00%	6 30.00%	.0 595437	7 -1.3
June 2017 June 2017		MR-7D MR-7D	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1			N/A N/A	4	38 65	9.23%	30.69% 28.95%	417	10				1.0
	Maintenance and Repair	MR-7D MR-7E		Unbundled Loop Analog	Parity	N/A N/A	6	65		28.95% 47.14%	417	3,525				
June 2017	Maintenance and Repair	MR-7E MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A	1	3	33.33%		2	10	20.00%	6 40.00%	-0.202967	7 -1.1233
lune 2017	Maintenance and Repair		Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity		0	1	0.00%	0.00%						
une 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				
une 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	12	708	1.69%	12.91%	19					
une 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	2	70,192	0.00%	0.53%	1	55,873				
une 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	53	0.00%		3,603					
une 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	220	0.00%		20	2,538			-1.268081	1 -1.7709
une 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5	1,885	0.27%	5.14%	0	981				
une 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%			
une 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	38	4,379	0.87%	9.27%	18	-,	0.00.		0.00.000	
une 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	20	0.00%		20	2,529			-0.397712	
une 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%	6 9.77%	-9.884404	
une 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%						-2.993
une 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%						-2.9928
une 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%							
une 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%							
une 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						
	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	0 233.35	-0.698536	6 -1.424

Month	PID Category	PID	PID Title	Product Category	Standard									CTL-Q Standard Deviation		
June 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	2,350	12		63.45	39,934	278	143.65	200.85	0.889006	-0.459523
une 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%						
lune 2017	Ordering and Provisioning	OP-15B-RD OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A N/A	0	2		0.00%	1	2	50.00%	50.00%	-1	-1.607957
June 2017	Ordering and Provisioning	OP-15B-RD OP-3B	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity Benchmark	N/A 90.00%	0	12	0.00%	0.00%	132	278	47.48%	49.94%	-3.224962	-2.96063
June 2017 June 2017	Ordering and Provisioning Ordering and Provisioning	OP-3B	Dispatches outside MSAs Interval Zone 1 Areas	Sub-Loop Unbundling Enhanced Extended Loops - DS1 Capable		90.00%	1	1	100.00%							
June 2017 June 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas Interval Zone 1 Areas	LIS Trunk	Benchmark Parity	90.00% N/A	5	5	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		0.00%						
June 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	26	27		18.89%						
June 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	27	28		10.0076						
June 2017	Ordering and Provisioning	OP-3E	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	21	20	100.00%							
June 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	3	3		0.00%						
June 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	18	18		******						
June 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	5	5								
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								
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	-1.37229
June 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	168	172	0110110	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		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		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6582.18	19,946	0.00							
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		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2904.72	3,458								
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								
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7985.52	7,394								
June 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6773.50	5,890								
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14759.02	7,394								
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2315.31	1,087								
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	646.92	1,198								
June 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2962.23	1,087								
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3690.40	6,590								
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7858.42	13,549								
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11548.82	6,590								
June 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	252.08	1,096								
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	817.95	1,995								
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1240.20	954								
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2310.23	1,995								
June 2017	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2653.20	3,685								
June 2017	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53181.40	2,780								
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								
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7921.67	4,579								
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	68773.50	6,975								
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26409.24	6,318								
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								
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3914.21	769								
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15057.00	4,780	0110							
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3787.20	3,156								
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	01.10							
June 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,137	2,625								
June 2017	Pre-Ordering	PO-2A	All Electronic LSRs All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A N/A	20 426	49 501	40.82% 85.03%							
June 2017 June 2017	Pre-Ordering Pre-Ordering	PO-2A PO-2B		Unbundled Loop Aggregate	Diagnostic	N/A N/A		501 2 146								
			All Flow through Eligible LSRs		Diagnostic	N/A N/A	2,137	2,146	0.010010							
June 2017 June 2017	Pre-Ordering Pre-Ordering	PO-2B PO-2B	All Flow through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A N/A	20 426	20								
June 2017 June 2017	Pre-Ordering Pre-Ordering	PO-2B PO-3C	All Flow-through Eligible LSRs LSRs received via facsimile	Unbundled Loop Aggregate	Diagnostic	N/A N/A	426 99:28	430	99.07%							
June 2017 June 2017	Pre-Ordering Pre-Ordering	PO-3C PO-3X	LSRs received via facsimile Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A N/A	99:28 302:01	287								
June 2017 June 2017	Pre-Ordering Pre-Ordering	PO-3X PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Product Aggregate Resale Aggregate	Diagnostic Benchmark	N/A 95.00%	302:01	287								
					Benchmark Benchmark	95.00%	19	19								
June 2017 June 2017	Pre-Ordering	PO-5A-(b) PO-5A-(c)	FOCs on Time for Fully Electronic LSRs FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs LNP		95.00% 95.00%	413 1,943	413 1,943								
June 2017 June 2017	Pre-Ordering	PO-5A-(c) PO-5B-(a)	FOCs on Time for Fully Electronic LSRs FOCs on Time for Electronic/Manual LSRs		Benchmark Benchmark	95.00%	1,943	1,943								
June 2017 June 2017	Pre-Ordering	PO-5B-(a) PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs	Resale Aggregate Unbundled Loop AGG-EELs			17	17	100.0070							
June 2017 June 2017	Pre-Ordering Pre-Ordering	PO-5B-(b) PO-5B-(c)		Unbundled Loop AGG-EELs	Benchmark Benchmark	90.00%	154	160 457								
June 2017 June 2017	Pre-Ordering Pre-Ordering	PO-5B-(c) PO-5C-(c)	FOCs on Time for Electronic/Manual LSRs FOCs on Time for manual LSRs via Facsimile	INP		90.00%	457	457	100.00%							
	r re-Ordening				Benchmark		2	2	100.00%							
June 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%										

Month	PID Category	PID	PID Title	Product Category						LEC Standard Deviation	CTL-Q Numerator C	TL-Q Denominator	CTL-Q Result C	L-Q Standard Deviation	Modified Z Score	Parity Score
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%							
lay 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	2,383	2,383	100.00%							
lay 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	-4.3567
lay 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	2,383	2,383	100.00%							
lay 2017	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	1	1	100.00%							
1ay 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,428,448	4,099,559	1.08							
/lay 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	-1.29516
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%	-		100.00.00			
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%	0.0070						
Viay 2017 Viav 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	2	10	30.00%							
	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wife Nort-Loaded Unbundled Loop - DS1 Capable	Parity	N/A	19	32	59.38%	49 11%	0	15	60.00%	48.99%	-0.284255	-1.1728
May 2017 May 2017		MR-5B	All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 2		Parity	N/A	19	32	0.00%	49.11%	14	15	73.68%	48.99%	-0.284255 1.281552	
	Maintenance and Repair			Enhanced Extended Loops - DS1 Capable				2			14	19	73.68%	44.03%	1.281552	-0.2208
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	-1.2565
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	-0.6215
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	
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	0.4381
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	
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	-1.4331
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	-1.6244
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	-2.580
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	3,430	4:36	5:02	0.565108	
		MR-6F				N/A	203:32	2	101:46	137:11	73.34	10	4.30	5.02	0.505106	-0.0004
May 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk Unbundled Loop - DS1 Capable	Parity	N/A		2	4:05		73:34	40	1.00	5:02	0.000004	-1.13520
May 2017	Maintenance and Repair		Mean Time to Restore Interval Zone 2		Parity		28:38	/		4:19		16	4:36		-0.222394	
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	-2.38355
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	
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	
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	-1.1534
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	-1.15897
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	-1.836
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	-1.55555
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	-0.94269
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	-1.10157
May 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A		726	1.24%	11.06%	30	1.853	1.62%	12.62%	-0.68646	
May 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	2	70.960	0.00%	0.65%	00	56.209	0.00%	12.0270	0.00040	1.4170
May 2017 May 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	3	70,900	1.89%	13.61%	3,933	311,518	1.26%	11.17%	0.024854	-0.984
May 2017 May 2017		MR-8		SUB-LOOP UNBUNDLING		N/A N/A	1	53	0.45%	13.61%	3,933	311,518 2.596	1.26%	11.17%	-1.118067	
	Maintenance and Repair	MR-8	Trouble Rate		Parity		1				35					
May 2017	Maintenance and Repair		Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	1,952	0.10%	3.20%	1	996	0.10%	3.17%	0.016683	-0.9898
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	
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	-2.14847
May 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	20	0.00%		35	2,588	1.35%	11.55%	-0.521617	
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	-7.42413
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	0.0.0
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%						-2.97512
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%						-2.98756
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%							
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	-0.51812
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	-2.98730
May 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%	2.2070		201	/0		2.223020	2.25700
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 May 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	64	74	86.49%	0.0076	-	- '	.30.0076	0.00%		
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		100.00%	0.00%	-1.48354	-1.90192
May 2017 May 2017		OP-3D					26			10.09%	2	2	100.00%	0.00%	-1.40354	-1.90192
	Ordering and Provisioning		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%							
lay 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%							
/lay 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							
	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	20	5	4.00							

Month	PID Category	PID	PID Title	Product Category							CTL-Q Numerator	CTL-Q Denominator		CTL-Q Standard Deviation	Modified Z Score	Parity Score
May 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	14	14		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		0.00%						
May 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	28	28		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		20.39%	1,829	1,950	93.79%	24.12%	-0.5161	-1.3137
May 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	7,331	7,338								
May 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6919.85	19,771								
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15725.16	12,996								
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22645.01	19,771								
May 2017	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3135.76	4,126								
May 2017	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3596.20	4,126								
May 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	755.94	1,758								
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1254.75	1,195								
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		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14819.16	7.788								
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		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	667.52	1,192								
May 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2863.55	1,031								
May 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3654.56	6.526								
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7429.38	13,034	0.00							
May 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11083.94	6 526								
May 2017 May 2017	Pre-Ordering Pre-Ordering			ACCEPT		N/A N/A	11083.94	6,526 1.091	0.25							
May 2017 May 2017			Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A N/A	272.75 794.58	1,091								
	Pre-Ordering		Pre-Order Response Times (TN Reservation)		Diagnostic			.,,								
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1245.87	981								
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2313.20	1,938								
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2548.08	3,539								
May 2017	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	52664.64	2,766								
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								
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-XMI	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15375 15	4,881								
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3816.34	3,154								
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								
May 2017	Pre-Ordering	PO-2A	All Electronic LSRs	I NP	Diagnostic	N/A	2.078	2,591								
May 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS		N/A	35	59								
May 2017 May 2017		PO-2A PO-2A	All Electronic LSRs		Diagnostic	N/A	369	471								
	Pre-Ordering			Unbundled Loop Aggregate	Diagnostic											
May 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LI41	Diagnostic	N/A	2,078	2,085								
May 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	35	36								
May 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	369	369								
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								
May 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	13	13								
May 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	2	15		40.00%	E	69	7.25%	25.93%	-1 726785	-2.0498
April 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,481	1.485		40.0076	3	0.5	7.2076	20.0070	1.720700	2.0400
April 2017 April 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,646,953	1,647,293								
April 2017 April 2017	Billing	BI-3A BI-3B	Billing Accuracy - Adjustments for Errors Billing Accuracy - Adjustments for Errors	Reciprocal Compensation		N/A	1,646,953	1,647,293								
April 2017 April 2017	Billing	BI-3B BI-4A	UNEs and Resale Aggregate		Diagnostic Parity	N/A N/A	2,559	2,559		2.57%	52 901	53 379	99 10%	9.42%	-4 713916	-3.8658
		BI-4A BI-4B		UNEs and Resale Aggregate		N/A N/A	0,000	3,029 2.559		2.57%	5∠,901	53,379	99.10%	9.42%	-4.713916	-3.8658
April 2017	Billing		Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic		2,559									
April 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,035,607	2,803,161								
April 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	5182.71	26,034								
April 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	27,360	27,360								
April 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	28,800	28,800								
April 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	27,036	27,360								
April 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,400	41,400								
April 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,125	40,125								
April 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	25,500	25,500								
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	-2.1330
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								
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								
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		47.14%	6	15	33.33%	47.14%	-2.148345	-2.306
April 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	10	24	0.00%	0.00%	0	10	90.00%	30.00%	1.690622	0.027
April 2017 April 2017	Maintenance and Repair	MR-5B	All Troubles Cleared W/i 4 Hours-Zone 2 All Troubles Cleared W/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0		100.00%	0.00%	9	10	100.00%	0.00%	1.090022	0.027
		MR-5B MR-5B					1	1			2	-			0.0045	0.45-
April 2017	Maintenance and Repair		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	-0.4337
April 2017 April 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	20	21		21.30%	448	716	62.57%	48.39%	-3.049054	
	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	-1.7892

Month oril 2017	PID Category	PID	PID Title	Product Category	Standard	Benchmark N/A		CLEC Denominator			CTL-Q Numerator CT					
ril 2017 ril 2017	Maintenance and Repair	MR-6B MR-6D	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A N/A	26:23 22:51	2	13:11	10:36 1:06	34254:09 59:54	729 11	46:59 5:27	139:07	-0.343102	-1.208
	Maintenance and Repair		Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity			9			59:54	11	5:27	1:53	-3.448804	-3.096
il 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						
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						
I 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	-1.171
2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	387:19	60	6:27	7:19	114458:15	3,510	32:37	53:13	-3.774848	-3.294
l 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	-0.599
il 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	-1.431
ril 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	12:50	4	3:13	1:51	24:56	7	3:34	3:49	-0.147714	-1.089
ril 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	-1.466
ril 2017	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	2	2	100.00%	0.00%	0	1	0.00%	0.00%	0.430727	-0.738
oril 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	9	11.11%	31.43%	4	15	26.67%	44.22%	-0.83428	-1.507
oril 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	4	0.00%	0.00%				-		
ril 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	3.4	2.94%	16.90%						
oril 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A		24	4.17%	19.98%	4	15	26.67%	44.22%	-1.545847	-1.939
		MR-7D		Unbundled Loop Analog	Parity	N/A	1	60	13.33%		464		12.07%	32.58%	0.147764	-0.910
oril 2017 oril 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 1			N/A	8			33.99%	464	3,845			-0.845154	
	Maintenance and Repair		Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity		0	2	0.00%	0.00%	3	10	30.00%	45.83%	-0.845154	-1.513
il 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%		
ril 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	4	0.00%	0.00%	3	10	30.00%	45.83%	-1.106567	-1.672
ril 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	6	0.00%	0.00%	102	826	12.35%	32.90%	-0.916083	-1.556
il 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	11	1,315	0.84%	9.11%	23	2,311	1.00%	9.93%	-0.462955	-1.281
il 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	70,432	0.00%	0.38%	4	56,425	0.01%	0.84%	-1.191819	-1.724
il 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	55	0.00%		3.821	314.401	1.22%	10.96%	-0.822517	-1.500
ril 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	-1.042
ril 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4	2 003	0.30%	4.46%	0	912	0.00%	5.5576	0.070100	1.042
ril 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	34	14.115	0.24%	4.40%	0	912	0.00%			
il 2017	Maintenance and Repair Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable		N/A	34 28	14,115 4.514	0.24%	4.90% 7.85%	25	912	1.06%	10.24%	-1 687065	-2 025
			1100000		Parity					7.85%		-,				
il 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	-1.26
il 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	-7.37
il 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	4	33,576	0.01%	0.14%						-2.962
il 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	12,967	0.01%	0.05%						-2.976
il 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	11	33,960	0.03%							
il 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%							
il 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	-1.52
il 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	-3.82
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%	4.040000	0.02
2017		OP-3D	Interval Zone 1 Areas		Benchmark	90.00%	83	96	86.46%	0.0078		- 4	100.0076	0.0076		
	Ordering and Provisioning	OP-3D		Unbundled Loop - 2 Wire Non-Loaded												
il 2017	Ordering and Provisioning		Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	12	12	100.00%	0.00%	1	1	100.00%	0.00%		
il 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	13	16	81.25%							
il 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	3	3	100.00%							
il 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%						
ril 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	10	10	100.00%							
il 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	
il 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	2	2	100.00%							
il 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	397	105	3.78							
il 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	55	12	4.58							
il 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	132	26	5.08							
2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	13	20	4.33							
2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	12	6	2.00							
		OP-4E						0								
2017	Ordering and Provisioning		Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	17	3	5.67							
2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	13	3	4.33							
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%		
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	-1.34
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	-1.70
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	-0.8
2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	4,952	4,964	99.76%							
2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6935.60	19.816	0.35							
2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15437.18	12.758	1.21							
2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22372.78	19.816	1.13							
017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3261.96	4,182	0.78							
		PO-1-IMA GUI		TOTAL		N/A	3261.96	4,182	0.78							
2017	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic											
017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	762.82	1,774	0.43							
017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1213.38	1,134	1.07							
017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1976.20	1,774	1.11							
017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3337.66	3,881	0.86							
017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7926.68	3,739	2.12							
017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11264.34	3,881	2.90							
017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8015.72	7.562	1.06							
017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6372.60	5,590	1.14							
117	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14388.32	7.562	1.14							
	Pre-Ordering Pre-Ordering	PO-1-IMA GUI		REQUEST		N/A	14388.32	1,029	2.11							
117			Pre-Order Response Times (Meet Point Inquiry)		Diagnostic											
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	644.76	1,194	0.54							
017		PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2815.95	1,029	2.74							
117 117	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3576.72	6,387	0.56							
17 17 17	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7980.80	13,760	0.58							
17 17 17	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)			N/A	11557.52	6.387	1.81							
017 017 017 017	Pre-Ordering Pre-Ordering			TOTAL	Diagnostic											
017 017 017 017 017	Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic Diagnostic			1,021	0.24							
017 017 017 017 017 017	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Service Availability) Pre-Order Response Times (TN Reservation)	TOTAL ACCEPT	Diagnostic	N/A	245.04	1,021	0.24							
017 017 017 017 017 017	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Service Availability) Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	TOTAL ACCEPT REQUEST	Diagnostic Diagnostic	N/A N/A	245.04 803.19	1,959	0.41							
017 017 017 017 017 017 017	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Service Availability) Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	TOTAL ACCEPT REQUEST RESPONSE	Diagnostic Diagnostic Diagnostic	N/A N/A N/A	245.04 803.19 1160.46	1,959 921	0.41 1.26							
017 017 017 017 017 017 017 017	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Service Availability) Pre-Order Response Times (TN Reservation)	TOTAL ACCEPT REQUEST RESPONSE TOTAL	Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A	245.04 803.19 1160.46 2208.69	1,959 921 1,959	0.41 1.26 1.13							
2017 2017 2017 2017 2017 2017 2017 2017	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability) Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	TOTAL ACCEPT REQUEST RESPONSE	Diagnostic Diagnostic Diagnostic	N/A N/A N/A	245.04 803.19 1160.46	1,959 921	0.41 1.26							

Month April 2017	PID Category	PID PO-1-IMA GUI	PID Title	Product Category	Standard	Benchmark N/Δ	CLEC Numerator C	CLEC Denominator 3 531	CLEC Result C	LEC Standard Deviation	CTL-Q Numerator	C1L-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	modified ∠ Score	Parity Sr
	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	0.0.00	.,	15.44							_
ril 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic		8412.78	4,523								
ril 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							
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							
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							
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							
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							
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							
I 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							
il 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							
il 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,199	2,774	79.27%							_
ril 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	33	97	34.02%							_
ril 2017	Pre-Ordering	PO-2A	All Electronic LSRs		Diagnostic	N/A	435	537	81.01%					+		-
ril 2017	Pre-Ordering	PO-2B	All Flow-through Fligible I SRs	Unbundled Loop Aggregate	Diagnostic	N/A	2 199	2 208	99 59%					-		_
				LIN				-,								
ril 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	33	33	100.00%							
ril 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	435	437	99.54%							
ril 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	24:06	3	8:02							
il 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	169:06	222	0:46							
ril 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	573	573	100.00%							
ril 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	435	435	100.00%							
ril 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,985	1,985	100.00%					+		_
ril 2017	Pre-Ordering	PO-5B-(a)	EOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	137	137	100.00%							_
ril 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	145	148	97.97%					+		-
																-
ril 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	446	446	100.00%							_
ril 2017	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
ril 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	11	11	100.00%							
ril 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	10	31	32.26%	46.75%	3	80	3.75%	% 19.00%	-7.092773	3
ril 2017	Pre-Ordering	PO-9C	LIS Trunks	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%			
rch 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,773	1,774	99.94%		-					
rch 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic Diagnostic	N/A	1 649 104	1,649,104	100.00%							_
rch 2017 rch 2017	Billing	BI-3A BI-3B	Billing Accuracy - Adjustments for Errors Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,649,104	2.421	100.00%							-
	9		3													
rch 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,760	2,763	99.89%	3.29%	50,152	50,697	98.92%	6 10.31%	-4.797118	3 -3
rch 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	2,421	2,421	100.00%							
rch 2017	Collocation	CP-2B	Non-Forecasted and Late Forecasted Collocations	All	Diagnostic	N/A	1	1	100.00%							
rch 2017	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	1	1	100.00%							
rch 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,321,230	4,010,738	1.08							
rch 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	5922.79	32,793	0.18							_
arch 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%					+		-
													_			-
arch 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
arch 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
arch 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
arch 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
arch 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
arch 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
arch 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								_
arch 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	10	90.00%	30.00%	14	22	63.64%	6 48.10%	-1.436995	-1.8
arch 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LINBLINDI ED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	6	50.00%	30.0076	14	22	03.047	3 40.1078	-1.400000	*1.0
							3	0	00.0070				_			-
rch 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%							
rch 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				-0.125282	
rch 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.
rch 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%							
rch 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%	6 47.14%	-1.369306	-1.
rch 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%	6 48.92%	0.239373	-0.
rch 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		- 10.02.10	-0.62594	-1.
ch 2017	Maintenance and Repair	MR-6C	Mean Time to Restore displat MSA	Residence		N/A	1:51	1	0:55	0:32	3940:28	246			-0.874383	
		MR-6C MR-6D			Parity	N/A N/A		2								
rch 2017	Maintenance and Repair		Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity		32:31	10	3:15	3:06	75:09	16	4:42	2 4:03	-0.884445	-1.
rch 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						
rch 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						
rch 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	4.40		-0.487258	
rch 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	38:00	3 41:18	-5.166629	-4.
rch 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				
rch 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			-	1		
rch 2017	Maintenance and Repair	MR-6F	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1:21	4	1:21	0:00	84:25	13	6:30	0 3:55	-1.263762	-1.
rch 2017 rch 2017		MR-6E			Parity	N/A	15:55	3	5:18	2:15	41977:26	1.045				
	Maintenance and Repair		Mean Time to Restore Interval Zone 2	Unbundled Loop Analog			15:55	3								
ch 2017	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	102					
rch 2017	Maintenance and Repair	MR-7C	Repair Repeat Report Rate-no dispatch	Residence	Parity	N/A	1	2	50.00%	50.00%	36				0.698604	
ch 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
ch 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%						
ch 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%						
ch 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
ch 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			-1.662009	
		MR-7D MR-7E					4									
ch 2017	Maintenance and Repair		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
ch 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%						
rch 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	6 -0
ch 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	3	0.00%	0.00%	121	1,126	10.75%	% 30.97%	-0.600195	-1
ch 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			-0.498686	
ch 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	69.904	0.00%	11.01/0	01	56.137	0.00%		0.400000	_
							U				0					-
rch 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	3	58	5.17%	22.15%	4,813	0,0000			1.571005	
rch 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	222	0.00%		40	2,682			-1.761859	-2.
11011 20 17	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%	6		
	ivialitie laite allu repali							14,237	0.18%	4.19%		917				_
arch 2017 arch 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	25					917	0.00%	5		

March 2017	PID Category	PID	PID Title	Product Category			CLEC Numerator			LEC Standard Deviation				CTL-Q Standard Deviation		
	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	-1.3419
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	-8.62655
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	-1.23817
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	-1.19509
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%						-2.99567
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%						-2.87588
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	-0.54478
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%	04,441	010	100.04	17 0.00	0.740700	0.0117
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	-2.9212
March 2017		OP-3A	Dispatches within MSAs		Benchmark	90.00%	- 1	12	100.00%	0.0076	140	313	40.5576	40.0770	-0.100131	-2.02124
March 2017	Ordering and Provisioning Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Sub-Loop Unbundling		90.00%	- 1	- 1	100.00%							
		OP-3B		Sub-Loop Unbundling	Benchmark		1 8	9	88.89%							
March 2017	Ordering and Provisioning		Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	-									
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	0.8172
March 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	2	2	100.00%	2.2370				2.2370	2.000.00	
March 2017	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	6.00	2	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 Ordering and Provisioning	OP-4B 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 5.50	308	92	3.35							
March 2017	Ordering and Provisioning		Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark			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	N/A	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	-1.77167
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	-1.49602
March 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	I NP	Benchmark	95.00%	3.221	3.241	99.38%	13.47 /6	1,000	2,014	00.1470	24.2270	-0.013007	-1.43002
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		PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE		N/Δ	15473.48	12,788	1.21							
March 2017 March 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	1471	154/3.48									
					Ten or											
	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 March 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler)	REQUEST TOTAL	Diagnostic Diagnostic	N/A N/A	3193.52 3721.18	4,202 4,202	0.76 0.89							
March 2017 March 2017 March 2017	Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment)	REQUEST TOTAL REQUEST	Diagnostic	N/A N/A N/A	3193.52 3721.18 737.02	4,202 4,202 1,714	0.76 0.89 0.43							
March 2017 March 2017 March 2017 March 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler)	REQUEST TOTAL REQUEST RESPONSE	Diagnostic Diagnostic	N/A N/A N/A N/A	3193.52 3721.18 737.02 1235.96	4,202 4,202 1,714 1,166	0.76 0.89 0.43 1.06							
March 2017 March 2017 March 2017 March 2017	Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment)	REQUEST TOTAL REQUEST	Diagnostic Diagnostic Diagnostic	N/A N/A N/A	3193.52 3721.18 737.02	4,202 4,202 1,714	0.76 0.89 0.43							
March 2017 March 2017	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	REQUEST TOTAL REQUEST RESPONSE	Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A	3193.52 3721.18 737.02 1235.96	4,202 4,202 1,714 1,166	0.76 0.89 0.43 1.06							
March 2017 March 2017 March 2017 March 2017 March 2017 March 2017	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	REQUEST TOTAL REQUEST RESPONSE TOTAL	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A	3193.52 3721.18 737.02 1235.96 1972.98	4,202 4,202 1,714 1,166 1,714	0.76 0.89 0.43 1.06 1.15 0.86							
March 2017 March 2017 March 2017 March 2017 March 2017 March 2017 March 2017	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check)	REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A	3193.52 3721.18 737.02 1235.96 1972.98 3284.34	4,202 4,202 1,714 1,166 1,714 3,819	0.76 0.89 0.43 1.06 1.15							
March 2017 March 2017 March 2017 March 2017 March 2017	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE	Diagnostic	N/A N/A N/A N/A N/A N/A	3193.52 3721.18 737.02 1235.96 1972.98 3284.34 8121.30	4,202 4,202 1,714 1,166 1,714 3,819 3,795	0.76 0.89 0.43 1.06 1.15 0.86 2.14							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL TOTAL TOTAL TOTAL	Diagnostic	N/A N/A N/A N/A N/A N/A N/A	3193.52 3721.18 737.02 1235.96 1972.98 328.34 8121.30	4,202 4,202 1,714 1,166 1,714 3,819 3,795 3,819	0.76 0.89 0.43 1.06 1.15 0.86 2.14 2.99							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR)	REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST REQUEST REQUEST REQUEST RESPONSE	Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	3193.52 3721.18 737.02 1235.96 1972.98 3284.34 8121.30 11405.64 8027.76 6542.40	4,202 4,202 1,714 1,166 1,774 3,819 3,795 3,819 7,719 5,640	0.76 0.89 0.43 1.06 1.15 0.86 2.14 2.99 1.04							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR)	REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL TOTAL	Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	3193.52 3721.18 737.02 1235.96 1972.98 3284.94 8121.30 11405.64 8027.76 6542.40	4,202 4,202 1,714 1,166 1,714 3,819 3,795 3,819 7,719 5,640 7,719	0.76 0.89 0.43 1.06 1.15 0.86 2.14 2.99 1.04 1.16							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR)	REQUEST TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE	Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	3193.52 3721.18 737.02 1235.96 1972.98 3284.34 8121.30 11405.64 8027.76 6542.40 14570.16 2299.50	4,202 4,202 1,714 1,166 1,714 3,819 3,795 3,819 7,719 5,640 7,719 1,095	0.76 0.89 0.43 1.06 1.15 0.86 2.14 2.99 1.04 1.16 1.89 2.10							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	REQUEST TOTAL REQUEST RESPONSE	Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	3193.52 3721.18 737.02 1235.96 1972.98 3224.34 8121.30 11405.64 8027.76 6542.40 14570.16 2299.56	4,202 4,202 1,714 1,166 1,714 3,819 3,795 3,819 7,719 5,640 7,719 1,095 1,135	0.76 0.89 0.43 1.06 1.15 0.86 2.14 2.99 1.04 1.16 1.89 2.10							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry)	REQUEST TOTAL REOUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL TOTAL REQUEST RESPONSE	Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	3193.52 3721.18 737.02 1235.96 1972.98 3284.34 8121.30 11405.64 8027.76 6542.40 14570.16 2299.50 635.60	4,202 4,202 1,714 1,166 1,714 3,819 3,795 3,819 7,719 5,640 7,719 1,095 1,135	0.76 0.89 0.43 1.06 1.15 0.86 2.14 2.99 1.04 1.16 1.89 2.10 0.56 2.68							
March 2017	Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry)	REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE RESPONSE RESPONSE RESPONSE RESPONSE RESPONSE RESPONSE RESPONSE	Diagnostic	N/A	3193.52 3721.18 737.02 1235.96 1972.98 3284.34 8121.30 11405.64 8027.76 6542.40 1457.016 2299.50 635.60 235.10 3602.34	4,202 4,202 1,714 1,166 1,774 3,819 7,719 5,640 7,719 1,095 1,135 1,095 6,671	0.76 0.89 0.43 1.06 1.15 0.86 2.14 2.99 1.04 1.18 1.89 2.10 0.56 2.68							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Met Point Inquiry)	REQUEST TOTAL REQUEST RESPONSE	Diagnostic	N/A	3193.52 3721.18 737.02 1235.96 1972.88 3284.34 8121.30 11405.64 8027.76 6542.40 14570.16 2299.50 635.50 300.234	4,202 4,202 1,714 1,166 1,714 3,819 3,795 3,819 7,719 1,095 1,135 1,095 6,671 1,115	0.76 0.89 0.43 1.06 1.15 0.86 2.14 2.99 1.04 1.16 1.89 2.10 0.56 2.68 0.54							
March 2017	Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	REQUEST TOTAL REQUEST RESPONSE TOTAL TOTAL REQUEST RESPONSE	Diagnostic	N/A	3193.52 3721.18 737.02 1235.56 1972.98 3284.34 8121.30 11405.64 8027.76 6642.40 14570.16 2299.50 635.60 235.10 3002.34 7477.25	4,202 4,202 1,714 1,166 1,714 3,819 3,795 3,819 7,719 5,640 7,719 1,095 1,135 1,005 6,671 13,118 6,671	0.76 0.89 0.43 1.06 1.15 0.86 2.14 2.99 1.04 1.16 1.89 2.10 0.56 2.88 0.54 0.57							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Met Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Time (Service Availability)	REQUEST TOTAL REQUEST RESPONSE	Diagnostic	N/A	3193.52 3721.18 737.02 1235.56 1972.98 3284.34 8121.30 11405.64 8027.76 6542.40 14570.16 2299.50 635.50 2395.10 3602.41 7477.26	4,202 4,202 1,714 1,166 1,714 3,819 3,785 3,819 7,719 1,065 1,135 1,095 6,671 1,318 6,671	0.76 0.89 0.43 1.06 1.15 0.86 2.14 2.99 1.04 1.16 1.89 2.10 0.56 2.68 0.57 1.66 0.25							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Tems (TN Reservation) Pre-Order Response Times (TN Reservation)	REQUEST TOTAL REQUEST RESPONSE TOTAL REOUEST RESPONSE TOTAL REQUEST RESPONSE	Diagnostic	N/A	3193.52 3721.18 373.70 1235.96 1972.98 3284.34 8121.30 1105.64 8027.76 6542.40 14570.16 2299.50 35.50 2935.10 3602.24 1477.24 1477.24 1107.96 286.00 863.55 863.55	4,202 4,202 1,714 1,166 1,714 3,819 3,795 3,819 5,640 7,719 1,135 1,135 1,035 6,671 1,131 1,118 6,671 1,072 1,972	0.76 0.89 0.43 1.06 1.15 0.86 2.14 2.99 1.04 1.16 1.89 2.10 0.55 2.68 0.54 0.57							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Texton Availability) Pre-Order Response Times (The Reservation) Pre-Order Response Times (The Reservation) Pre-Order Response Times (The Reservation)	REQUEST TOTAL REQUEST RESPONSE	Diagnostic	N/A	3193.52 3721.18 737.02 1235.96 1972.98 3284.34 8121.30 11405.64 8027.76 6542.40 14570.16 2295.50 635.60 2395.10 3602.44 7477.26 11079.80 268.00 653.65 11079.80	4,202 4,202 1,714 1,166 1,714 3,819 3,785 3,819 7,719 1,065 1,135 1,095 6,671 1,318 6,671	0.76 0.89 0.43 1.06 1.15 0.86 2.14 2.99 1.04 1.16 1.89 2.10 0.56 2.68 0.57 1.66 0.25 0.43							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Tems (TN Reservation) Pre-Order Response Times (TN Reservation)	REQUEST TOTAL REQUEST RESPONSE TOTAL REOUEST RESPONSE TOTAL REQUEST RESPONSE	Diagnostic	N/A	3193.52 3721.18 737.02 1235.96 1972.98 3284.34 8121.30 11405.64 6542.40 14570.16 2299.50 363.50 235.10 1079.60 235.10 1079.60 655.55 1144.16	4,202 4,202 1,714 1,166 1,714 3,819 3,795 3,819 5,640 7,719 1,135 1,135 1,035 6,671 1,131 1,118 6,671 1,072 1,972	0.76 0.89 0.43 1.06 1.15 0.86 2.14 2.99 1.04 1.16 1.89 2.10 0.55 2.68 0.54 0.57							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Texton Availability) Pre-Order Response Times (The Reservation) Pre-Order Response Times (The Reservation) Pre-Order Response Times (The Reservation)	REQUEST TOTAL REQUEST RESPONSE	Diagnostic	N/A	3193.52 3721.18 737.02 1235.96 1972.98 3284.34 8121.30 11405.64 8027.76 6542.40 14570.16 2295.50 635.60 2395.10 3602.44 7477.26 11079.80 268.00 653.65 11079.80	4,202 4,202 1,714 1,166 1,714 3,819 3,795 3,819 7,719 1,005 1,135 1,005 6,671 1,111 1,072 1,965 972	0.76 0.89 0.43 1.06 1.15 0.86 2.14 2.99 1.04 1.16 1.89 2.10 0.56 2.68 0.57 1.66 0.25 0.43							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (The Reservation)	REQUEST TOTAL REQUEST RESPONSE TOTAL	Diagnostic	N/A	3193.52 3721.18 737.02 1235.96 1972.98 3284.34 8121.30 11405.64 6542.40 14570.16 2299.50 363.50 235.10 1079.60 235.10 1079.60 655.55 1144.16	4,202 4,202 1,714 1,166 1,714 3,819 3,785 3,819 7,719 1,065 1,135 1,045 6,671 1,111 1,072 1,985 972 1,985	0.76 0.89 0.43 1.06 1.155 0.86 2.14 2.99 1.04 1.166 1.89 2.10 0.557 1.66 0.577 1.66 0.43 1.28							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (The Reservation)	REQUEST TOTAL REQUEST RESPONSE	Diagnostic	N/A	3193.52 3721.18 737.02 1235.56 1972.88 3284.34 8121.30 11405.64 8027.76 6642.40 14570.16 2299.50 635.50 2361.03 247.72.6 1107.96 258.00	4,202 4,202 1,714 1,166 1,714 3,819 3,795 3,819 7,719 1,095 1,135 1,135 1,095 1,131 1,118 6,671 1,1072 1,995 9,722	0.76 0.43 1.06 1.105 0.86 2.84 2.99 1.04 1.16 1.89 0.56 2.64 0.57 1.57 1.58 0.59 1.59 0.57 1.59 0.57 1.59 0.57 1.59 0.57 1.59 0.57 1.59 0.57 1.59 0.57 1.59 0.59 0.59 0.59 0.59 0.59 0.59 0.59 0							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Revice Availability) Pre-Order Response Times (Revice Availability) Pre-Order Response Times (Revice Availability) Pre-Order Response Times (The Reservation)	REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REOUGEST RESPONSE TOTAL REOUGEST RESPONSE TOTAL REQUEST RESPONSE	Diagnostic	N/A	3193.52 3721.18 737.02 1235.96 1372.83 3284.34 8121.30 11405.64 8027.76 6542.40 14570.16 2299.50 635.50 2393.10 3602.34 7477.26 11079.60 853.55 1244.16 2265.71 2346.00 52368.72	4,202 4,202 1,714 1,166 1,714 3,819 3,785 3,819 7,719 1,065 1,135 1,095 6,671 1,107 1,119 1,075 972 1,985 972 1,985 3,450 2,736	0.76 0.89 0.89 1.06 1.05 0.86 2.14 2.99 1.04 1.05 1.89 2.10 2.56 0.57 1.66 0.25 0.43 1.19 0.68 0.68 1.19 0.68 0.69 0.69 0.69 0.69 0.69 0.69 0.69 0.69							
Merch 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Response Availability) Pre-Order Response Times (The Reservation)	REQUEST TOTAL REOUST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE	Diagnostic	N/A	3193.52 3721.18 777.02 1235.96 1972.98 3284.34 8121.30 11105.64 8027.76 6542.40 14570.16 2299.50 635.60 2395.10 3602.34 7477.26 11079.80 268.00 853.55 1244.16 2265.71 2246.00 52038.72	4,202 4,202 1,714 1,166 1,714 3,819 3,795 3,819 7,719 1,095 1,135 1,035 6,671 1,072 1,985 972 1,985 3,450 2,736 3,450 4,556	0.76 0.43 1.06 1.15 0.86 2.14 2.99 1.04 1.89 2.56 2.68 2.57 1.66 1.89 2.68 1.19 0.57 1.66 1.89 1.99 1.04 1.19 0.57 1.66 1.89 1.79 1.79 1.79 1.79 1.79 1.79 1.79 1.7							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (The Reservation) Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Address Validation XML)	REQUEST TOTAL REQUEST RESPONSE TOTAL XML RequestResponse	Diagnostic	N/A	3193.52 3721.18 737.02 1235.96 1972.98 3284.34 8121.30 11405.64 8027.76 6542.40 14570.16 2299.50 636.50 2395.10 1079.60 685.35 1244.16 2286.71 2346.00 5258.71 2346.00 5258.71 2346.00 5258.72 54384.72	4,202 4,202 1,714 1,166 1,714 3,819 3,785 3,819 7,719 1,085 1,135 1,085 6,671 1,137 1,095 1,139 1,095 3,430 2,738 3,450 2,738 3,450 4,739	0.76 0.88 0.43 1.06 1.15 0.86 2.99 1.16 1.89 2.90 1.16 0.56 0.25 0.54 1.28 1.28 1.28 1.28 1.28 1.28 1.28 1.28							
Meach 2017 Mearch	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Facility Check Availability) Pre-Order Response Times (Facility Canada Availability) Pre-Order Response Times (The Reservation)	REQUEST TOTAL REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL XML RequestResponse XML RequestResponse XML RequestResponse	Diagnostic	N/A	3193.52 3721.18 737.02 1235.96 1372.88 3284.34 8121.30 11405.84 8027.76 6542.40 14570.16 2299.50 635.80 2365.10 2360.234 7477.26 11079.00 258.00 258.00 258.00 258.71 244.16 2365.71 2346.00 52038.72 53373.10 7748.67	4,202 4,202 1,714 1,166 1,714 3,819 3,795 3,819 7,719 1,005 1,135 1,135 1,135 1,135 1,135 1,141 1,072 1,985 3,450 2,736 3,450 4,526 4,479 6,916	0.76 0.86 0.81 1.06 1.05 0.86 1.05 1.06 1.05 1.06 1.05 1.06 1.05 1.06 1.05 1.06 1.05 1.06 1.05 1.06 1.05 1.06 1.05 1.06 1.05 1.06 1.05 1.06 1.05 1.06 1.05 1.06 1.05 1.06 1.06 1.06 1.06 1.06 1.06 1.06 1.06							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (The Reservation)	REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REOUGST RESPONSE TOTAL REOUGST RESPONSE TOTAL REOUGST RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL MIL RequestResponse XML RequestResponse XML RequestResponse	Diagnostic	N/A	3193.52 3721.18 777.02 1235.56 1972.98 3284.34 8121.30 11405.64 8027.76 6542.40 14570.16 2299.50 635.50 2393.510 3602.34 7477.26 11079.60 268.00 268.00 268.01 2365.71 2346.00 52038.72 54384.72 54384.72 54384.72	4,202 4,202 1,714 1,166 1,714 3,819 3,785 3,819 7,719 1,065 6,671 1,135 1,095 6,671 1,072 1,985 3,450 3,450 4,479 6,916 6,631	0.76 0.89 0.43 1.06 1.155 0.86 2.14 2.99 1.04 1.166 1.89 2.10 0.557 0.65 0.43 1.19 0.68 1.19 0.65 1.73 1.73							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (The Reservation) Pre-Order Response Times (The Secretation) Pre-Order Response Times (The Cool Cool Cool) Pre-Order Response Times (The Cool Cool) Pre-Order Response Times (The Cool Cool Cool) Pre-Order Response Times (The Cool Cool Cool) Pre-Order Response Times (The Cool Cool Cool Cool) Pre-Order Response Times (The Cool Cool Cool Cool Cool Cool Cool Coo	REQUEST TOTAL REQUEST RESPONSE TOTAL REOUEST RESPONSE TOTAL ACCEPT RESPONSE TOTAL ACCEPT REOUEST RESPONSE TOTAL ACCEPT REOUEST RESPONSE TOTAL ACCEPT REOUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL XML RequestResponse XML RequestResponse XML RequestResponse XML RequestResponse	Diagnostic	NVA	3193.52 3721.18 737.02 1235.56 1972.98 3284.34 8121.30 11405.64 8027.76 6542.40 14570.16 2295.00 635.50 2363.70 268.00 653.55 1244.16 2265.71 2246.00 52038.72 52038.72 5438.73 7748.67	4,202 4,202 1,714 1,166 1,714 3,819 3,795 3,819 7,719 1,095 1,135 1,135 1,095 1,135 1,095 1,141 1,072 1,995 3,450 2,736 3,450 3,450 4,526 4,479 6,916 6,321	0.76 0.86 0.81 1.06 1.07 1.08 1.08 1.08 1.09 1.04 1.09 1.04 1.09 1.05 1.05 1.05 1.05 1.05 1.05 1.05 1.05							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Revice Availability) Pre-Order Response Times (Revice Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (The Reservation) Pre-Order Response Times (Loop Qual Tools) Pre-Order Response Times (Loop Qual Tools) Pre-Order Response Times (Appt. Scheduler XML) Pre-Order Response Times (Got CSR XML)	REQUEST TOTAL REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL ACCEPT REOUEST RESPONSE TOTAL ACCEPT REOUEST RESPONSE TOTAL ACCEPT RESPONSE TOTAL REQUEST	Diagnostic	NVA	3193.52 3721.18 777.02 1235.96 1972.98 3284.34 8121.30 11405.64 8027.76 6542.40 14570.16 2299.50 635.60 2395.10 3602.34 7477.26 14079.80 268.00 853.95 1244.16 2265.71 2246.00 52038.72 54384.72 54384.72 54384.72 54384.72 54384.72 54384.72	4,202 4,202 1,714 1,166 1,714 3,819 3,795 3,819 7,719 5,640 7,719 1,095 1,135 1,095 1,135 1,095 1,135 1,095 3,450 2,736 3,450 4,479 6,916 6,921 3,388 4,575	0.76 0.43 1.06 1.15 0.86 2.14 2.99 1.04 1.08 1.89 2.56 2.68 0.57 1.66 1.89 1.99 1.02 1.75 1.68 1.99 1.19 1.19 1.19 1.19 1.19 1.19 1.1							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Revice Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (The Reservation) Pre-Order Response Times (The Servation) Pre-Order Response Times (Loop Qual Tools)	REQUEST TOTAL REQUEST RESPONSE TOTAL ACCEPT RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL M. RequestResponse XM. RequestResponse XM. RequestResponse XM. RequestResponse XM. RequestResponse XM. RequestResponse XM. RequestResponse	Diagnostic	N/A	3193.52 3721.18 737.02 1235.96 1972.98 3284.34 1812.13 11405.64 8027.76 66542.40 14570.16 2299.50 635.60 235.11 246.00 255.15 1244.16 2346.00 52338.72 5438.72 6437.74 6720.28 8373.10 7748.87 6720.28	4,202 4,202 1,714 1,166 1,714 3,819 3,795 3,819 7,719 1,905 1,135 1,005 6,671 1,135 1,007 2,746 2,746 3,450 4,526 4,479 6,916 6,321 3,368 7,75	0.76 0.78 0.43 1.06 1.01 1.05 0.86 2.94 1.04 1.16 1.89 2.90 1.04 1.16 1.89 2.50 1.04 1.17 1.60 1.80 1.80 1.80 1.80 1.80 1.80 1.80 1.8							
Jalanch 2017 Jafarch 2017 Jafar	Pre-Ordering	PO-1-IMA GUI PO-1-	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Revice Availability) Pre-Order Response Times (Revice Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (The Reservation) Pre-Order Response Times (Loop Qual Tools) Pre-Order Response Times (Loop Qual Tools) Pre-Order Response Times (Appt. Scheduler XML) Pre-Order Response Times (Got CSR XML)	REQUEST TOTAL REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL ACCEPT REOUEST RESPONSE TOTAL ACCEPT REOUEST RESPONSE TOTAL ACCEPT RESPONSE TOTAL REQUEST	Diagnostic	NVA	3193.52 3721.18 737.02 1235.96 1372.98 3284.34 8121.30 11105.64 8027.76 6542.40 14570.16 2295.50 635.60 2395.10 2395.10 268.00 268.00 268.00 268.00 268.00 268.00 2747.26 1107.90 2748.67 7477.26 1246.00 288.00 288.00 288.00 288.00 388.00	4,202 4,202 1,714 1,166 1,714 3,819 3,795 3,819 7,719 1,005 1,135 1,005 1,135 1,005 1,135 1,005 3,110 3,118 6,671 1,072 1,965 3,450 4,739 4,479 6,916 6,321 3,388 7,775 4,776 4,776 3,183	0.76 0.43 1.06 1.15 0.86 2.14 2.19 1.04 1.18 2.14 2.19 1.05 1.05 1.05 1.05 1.05 1.05 1.05 1.05							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Revice Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (The Reservation) Pre-Order Response Times (The Servation) Pre-Order Response Times (Loop Qual Tools)	REQUEST TOTAL REQUEST RESPONSE TOTAL ACCEPT RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL M. RequestResponse XM. RequestResponse XM. RequestResponse XM. RequestResponse XM. RequestResponse XM. RequestResponse XM. RequestResponse	Diagnostic	N/A	3193.52 3721.18 737.02 1235.96 1972.98 3284.34 1812.13 11405.64 8027.76 66542.40 14570.16 2299.50 635.60 235.11 246.00 255.15 1244.16 2346.00 52338.72 5438.72 6437.74 6720.28 8373.10 7748.87 6720.28	4,202 4,202 1,714 1,166 1,714 3,819 3,795 3,819 7,719 1,905 1,135 1,005 6,671 1,135 1,007 2,746 2,746 3,450 4,526 4,479 6,916 6,321 3,368 7,75	0.76 0.78 0.43 1.06 1.01 1.05 0.86 2.94 1.04 1.16 1.89 2.90 1.04 1.16 1.89 2.50 1.04 1.17 1.60 1.80 1.80 1.80 1.80 1.80 1.80 1.80 1.8							
March 2017	Pre-Ordering	PO-1-IMA GUI PO-1-	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Force Availability) Pre-Order Response Times (Force Availability) Pre-Order Response Times (The Reservation) Pre-Order Response Times (The Searvation) Pre-Order Response Times (The Searvation) Pre-Order Response Times (The Reservation) Pre-Order Response Times (The Searvation)	REQUEST TOTAL REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE TOTAL XML RequestResponse	Diagnostic	NVA	3193.52 3721.18 737.02 1235.96 1372.98 3284.34 8121.30 11105.64 8027.76 6542.40 14570.16 2295.50 635.60 2395.10 2395.10 268.00 268.00 268.00 268.00 268.00 268.00 2747.26 1107.90 2748.67 7477.26 1246.00 288.00 288.00 288.00 288.00 388.00	4,202 4,202 1,714 1,166 1,714 3,819 3,795 3,819 7,719 1,005 1,135 1,005 1,135 1,005 1,135 1,005 3,110 3,118 6,671 1,072 1,965 3,450 4,739 4,479 6,916 6,321 3,388 7,775 4,776 4,776 3,183	0.76 0.43 1.06 1.15 0.86 2.14 2.19 1.04 1.18 2.14 2.19 1.05 1.05 1.05 1.05 1.05 1.05 1.05 1.05							
March 2017	Pre-Ordering	PO-1-IMA GUI PO-1-	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Times (Appt. Service Availability) Pre-Order Response Times (Times (Appt. Service Availability) Pre-Order Response Times (Appt. Service Availability) Pre-Order Response Times (Get (SR XML) Pre-Order Response Times (Get (SR XM	REQUEST TOTAL REQUEST RESPONSE TOTAL ACCEPT RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL XML RequestResponse	Diagnostic	N/A	3193.52 3721.18 777.02 1235.56 1972.98 3284.34 8121.30 11405.64 8027.76 6542.40 14570.16 2299.50 635.50 2393.510 3602.34 7477.26 11079.60 268.00 268.00 268.01 2744.61 2365.71 2446.00 52038.72 54384.72 64384.72	4,202 4,202 1,714 1,166 1,714 3,819 3,785 3,819 7,719 1,085 6,671 1,135 1,095 6,671 1,075 3,450 3,450 4,479 6,916 6,321 3,388 7,75 4,776 4	0.76 0.78 0.43 1.06 1.15 0.86 2.14 2.99 1.16 1.89 2.59 1.04 1.16 0.56 0.54 0.57 0.57 1.66 0.25 0.43 1.28 1.28 1.28 1.28 1.29 1.49 0.68 1.57 0.57 1.57 1.57 1.57 1.57 1.57 1.57 1.57 1							
March 2017	Pre-Ordering	PO-1-IMA GUI PO-1-	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Revice Availability) Pre-Order Response Times (Revice Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (The Reservation) Pre-Order Response Times (Appt. Scheduler XML) Pre-Order Response	REQUEST TOTAL REQUEST RESPONSE TOTAL MIL RequestResponse XML RequestResponse	Diagnostic	NVA	3193.52 3721.18 7370.2 1235.96 1972.98 3284.34 8121.30 11405.64 8027.76 6542.40 14570.16 2295.00 635.50 2365.70 268.00 650.85 1244.16 2295.71 2246.00 52038.72 52038.72 6337.31 7748.67 6729.68 3882.75 1496.64 3795.60 5620.95 5286.00	4,202 4,202 1,714 1,166 1,714 3,819 3,795 3,819 7,719 1,095 1,135 1,135 1,095 1,135 1,095 4,576 4,779 1,995 3,450 4,526 4,479 6,916 6,321 3,388 7,75 4,776 3,163 1,531	0.76 0.86 1.15 0.86 1.19 1.10 1.10 1.10 1.10 1.10 1.10 1.10							

Month	PID Category	PID	PID Title	Product Category	Standard					CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Sco
March 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	43	44	0.11.010							
larch 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	443	445	99.55%							
arch 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	57:35	3	19:12							
arch 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	407:07	319								
arch 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00% 95.00%	560 416	560 416	100.00%							-
arch 2017 arch 2017	Pre-Ordering Pre-Ordering	PO-5A-(b) PO-5A-(c)	FOCs on Time for Fully Electronic LSRs FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark Benchmark	95.00%	416 2,513	416 2,513	100.00%							-
arch 2017 arch 2017	Pre-Ordering Pre-Ordering	PO-5A-(c) PO-5B-(a)	FOCs on Time for Fully Electronic LSRs FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	2,513	2,513	100.00%							
larch 2017	Pre-Ordering Pre-Ordering	PO-5B-(a) PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	162	162								-
larch 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	I NP	Benchmark	90.00%	574									-
larch 2017	Pre-Ordering	PO-5B-(c)	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	12	15	80.00%							-
farch 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	21	89		42.46%	- 1	87	1.15%	10.66%	-13.967183	3 -9.491
ebruary 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,492	1.493	99.93%	42.4070		01	1.13/6	10.0076	-13.807103	-5.451
ebruary 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,657,898	1,658,447	99.97%							_
ebruary 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	4.755	4,755								_
ebruary 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2.944	2.945	99.97%	1.84%	52.719	53.180	99.13%	9.27%	-4.746262	2 -3.885
ebruary 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	4,755	4,755	100.00%							
ebruary 2017	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	2	2	100.00%							_
ebruary 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,967,622	2,759,277	1.08							
ebruary 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	4833.46	27,365	0.18							
ebruary 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	27,360	27,360	100.00%							
ebruary 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	27,360	27,360	100.00%							_
abruary 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	27,360	27,360	100.00%							
ebruary 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	38,880	38,880	100.00%							
ebruary 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	37,860	37,860	100.00%							
abruary 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	24,720	24,720	100.00%							
ebruary 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
ebruary 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
ebruary 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	5	10	50.00%	50.00%	5	12	41.67%	49.30%	-0.394771	1 -1.240
ebruary 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	6	10								
ebruary 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%							
ebruary 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	-1.411
ebruary 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3	7	42.86%	49.49%	14	26	53.85%	49.85%	0.092133	3 -0.943
ebruary 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%						
bruary 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	-1.50
bruary 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	4 -0.41
bruary 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	1 -0.32
bruary 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		
ebruary 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	2 23:00	-0.575951	1 -1.350
abruary 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			7 -1.501
abruary 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	78:00	10		15:45	0:14	1	0:14			
abruary 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		2:56	0:14	1	0:14			
ebruary 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	261:36	53		4:13	64:53	11	5:54			
ebruary 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			
ebruary 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	B -0.860
abruary 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						
bruary 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			
abruary 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		-1.734524	
bruary 2017	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	1	2		50.00%	533	3,711	14.36%		0.62195	
bruary 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%		-0.359886	
bruary 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%		1.329074	
bruary 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%		-0.792091	1 -1.48
bruary 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	10	0.0010	0.00%	0	1	0.00%			-
bruary 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	1	0.00%		1.22	
bruary 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	9	53		37.55%	5	14	35.71%		-1.30106	
oruary 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	13	89	14.61%	35.32%	643	4,679			0.115329	
bruary 2017	Maintenance and Repair	MR-7E MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	7	0.00%	0.00%	5	26	19.23%	39.41%	-1.145919	9 -1.6
ruary 2017	Maintenance and Repair	MR-7E MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A N/A		1	0.00%	0.00%			40.00	00 ::::	-1.145919	
oruary 2017 oruary 2017	Maintenance and Repair Maintenance and Repair	MR-7E MR-7E	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity Parity	N/A N/A	0	7	0.00% 25.00%	0.00% 43.30%	130	26 1,084	19.23% 11.99%		-1.145919 0.248538	
oruary 2017 oruary 2017	Maintenance and Repair Maintenance and Repair	MR-7E MR-8	Repair Repeat Report Rate-Zone 2 Trouble Rate			N/A N/A	1 17	1 329	25.00%	43.30%	130	1,084	11.99%		0.248538 -0.708612	
oruary 2017 oruary 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity Parity	N/A	17	69,712	0.00%	0.38%	38	2,403 56,185	0.00%		-0.708612	-1.43
oruary 2017 oruary 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1 4	69,712	6.67%	0.38%	4 766	320 805	1.49%		2 247713	3 0.36
bruary 2017 bruary 2017	Maintenance and Repair Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	4	218	0.00%	24.94%	4,766	320,805	1.49%		-1.730222	
oruary 2017 oruary 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBLINDLED LOOP - ADSL COMPATIBLE	Parity	N/A	10	218	0.00%	6.86%	40	2,738	0.11%		-1.730222 2.83931	
oruary 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	13	14.375	0.47%	3.01%	1	931	0.11%		-0.153252	
ruary 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%			
ruary 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	00	4,600	0.00%	11.55%	40	2,441	1.46%		-0.569564	
ruary 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	1.40%		-11.057182	
ruary 2017	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	0	20,371	0.40%	0.00%	2.828	3.711	76.21%		1.582545	
ruary 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%		-0.422752	
oruary 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%		-0.250029	
oruary 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%	200	271	2	25.5770		-2.86
oruary 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%						-2.98
oruary 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	43		0.13%	70						1
oruary 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	3	13,063								_
ruary 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	48	1	48.00							
bruary 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		35.56						_
abruary 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	6 -1.77
ebruary 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	1,706	21	81.24	55.19	31,722	304	104.35		-0.586626	
ebruary 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4	13		46.15%		554		1.50		
			Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	- 1	9		0.00%			100.00%	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
February 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	5	2		42.59%	138	304	45.39%	49.79%	-1.921503	
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% N/A	148				4	4				
February 2017 February 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D OP-3D	Interval Zone 1 Areas Interval Zone 1 Areas	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity Benchmark	N/A 90.00%	25 32			37.27%	4	4	100.00%	0.00%	-0.030435	-1.018503
February 2017 February 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D OP-3E	Interval Zone 1 Areas Interval Zone 2 Areas	Unbundled Loop Analog	Parity	90.00% N/A	32	38	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		87.50%	0.0076						
February 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	14	14								
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	7 3.29							
February 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	179	34								
February 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	270									
February 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	27		3.38							
February 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	71									
February 2017	Ordering and Provisioning	OP-5A OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1		1 100.00%		0.044	0.400	00.400/	00.000/	0.004500	4.477044
February 2017 February 2017	Ordering and Provisioning Ordering and Provisioning	OP-5A	New Service Installation Quality New Service Installation Quality	Residence Unbundled Loop - 2 Wire Non-Loaded	Parity Parity	N/A N/A	226	22	1 100.00% 7 99.56%	0.00% 6.62%	2,011	2,182	92.16%	26.88% 0.00%	-0.291536 -2.620817	-1.177241 -2.593344
February 2017 February 2017	Ordering and Provisioning Ordering and Provisioning	OP-5A	New Service Installation Quality New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	N/A	39			15.61%	1	1	100.00%	0.00%	-2.620817 -1.335178	-2.593344
February 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	66			0.00%	1,637	1,754		24.95%	-2.132159	
February 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	7.512				1,007	1,754	83.3376	24.0070	-2.132133	-2.290201
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6314.55									
February 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15756.30									
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22070.85	19,138								
February 2017	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3210.00									
February 2017	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3713.36	.,								
February 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	738.74									
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1262.52	1,169	9 1.08							
February 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2001.26									
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3414.93	3,837	7 0.89							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8081.22	3,794	4 2.13							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11496.15	3,837	7 3.00							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8540.74	7,982	2 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		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	15026.74	.,,								
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2319.76	1,084	4 2.14							
February 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	678.30									
February 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2998.06									
February 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3399.30									
February 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7588.00									
February 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	10987.30									
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	259.92									
February 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	828.66	.,								
February 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A N/A	1264.90 2353.48									
February 2017 February 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (TN Reservation) Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic Diagnostic	N/A N/A	2353.48	.,								
February 2017 February 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	2519.28 53639.15									
February 2017	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	56158.43	-100								
February 2017	Pre-Ordering	PO-1-IMA GOI	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8389.75									
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	7748.67									
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	68191.76									
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26127.54									
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46713.96									
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25									
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								
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	2 3.46							
February 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,489									
February 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	28									
February 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	430									
February 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,489									
February 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	28									
February 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	430									
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									
February 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	195									
February 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	359									
February 2017	Pre-Ordering Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,202	-,								
February 2017 February 2017	Pre-Ordering Pre-Ordering	PO-5B-(a) PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs	Resale Aggregate Unbundled Loop AGG-EELs	Benchmark Benchmark	90.00%	125									
February 2017 February 2017	Pre-Ordering Pre-Ordering	PO-5B-(b) PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs LNP	Benchmark Benchmark	90.00%	196									
February 2017 February 2017	Pre-Ordering Pre-Ordering	PO-5B-(c) PO-5C-(c)	FOCs on Time for Electronic/Manual LSRs FOCs on Time for manual LSRs via Facsimile	INP	Benchmark	90.00%	488	488	3 100.00% 3 100.00%							
February 2017 February 2017	Pre-Ordering Pre-Ordering	PO-5C-(c) PO-5D	FOCs on Time for manual LSRs via Facsimile FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark Benchmark	90.00% 85.00%	3		3 100.00% 3 100.00%							
February 2017 February 2017	Pre-Ordering Pre-Ordering	PO-5D PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	85.00% N/A	3	4:			4	75	5.33%	22.47%	-1.517484	-1.922565
January 2017	Billing Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A N/A	1,726				4	/5	5.33%	22.41%	-1.517484	-1.922565
January 2017 January 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A N/Δ	1,648.903									
January 2017 January 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,648,903									
January 2017 January 2017	Billing	BI-3B BL4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,187			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				32,029	32,070	30.4176	12.3170	-0.000100	4.03/4/
January 2017	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	1	22,112	1 100.00%							
		DB-1B	All	LIDB	Diagnostic	N/A	2.689.617	2.512.22								

Month	PID Category	PID	PID Title	Product Category						LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
lanuary 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%							
anuary 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,060	30,060	100.00%							
lanuary 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%		0.879837	
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		-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	
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		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		12.18%	32.70%	-0.526042	
January 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A		1.372	0.58%	7.61%	32		1.32%	11.43%	-1.917563	
January 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	70.552	0.00%	7.0170	02	55.921	0.00%	11.4070	-1.517303	-2.103783
January 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	70,552	0.00%		4,182		1.29%	11.29%	-0.878408	-1.534034
		MR-8		SUB-LOOP UNBUNDLING		N/A	0					323,898		11.29%		
January 2017	Maintenance and Repair	MR-8	Trouble Rate		Parity		0	216	0.00%		34		1.24%		-1.583099	
January 2017	Maintenance and Repair		Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	/	2,161	0.32%	5.68%	1	950	0.11%	3.24%	1.732211	0.05311
January 2017	Maintenance and Repair	MR-8 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	
January 2017	Maintenance and Repair		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	
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	Diagnostic	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%							
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	2.2370						
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	5.00						
January 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wile Non-Loaded Unbundled Loop - DS1 Capable	Benchmark	5.50	193	34	5.68							
January 2017 January 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	455	90	5.06							
January 2017 January 2017	Ordering and Provisioning Ordering and Provisioning	OP-4E	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	455	4	0.00							
January 2017 January 2017	Ordering and Provisioning Ordering and Provisioning	OP-4E	Interval Zone 2 Areas Interval Zone 2 Areas	LIS Trunk	Parity	N/A	10	1	10.00	0.00						
		OP-4E OP-4E					10	1		0.00						
January 2017	Ordering and Provisioning		Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	24	8	3.00							
January 2017	Ordering and Provisioning	OP-4E OP-5A	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	7	2	3.50							
January 2017	Ordering and Provisioning		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	
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	
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							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15751.78	13,018	1.21							
January 2017									1.16							

Month	PID Category	PID	PID Title	Product Category	Standard					LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
lanuary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3146.25	4,195	0.75							
lanuary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3727.65	4,195	0.89							
anuary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	720.30	1,715	0.42							
anuary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1241.15	1,205	1.03							
anuary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1961.45	1,715	1.14							
anuary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3223.08	3,837	0.84							
anuary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8107.65	3,771	2.15							
anuary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11330.73	3,837	2.95							
lanuary 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							
lanuary 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							
lanuary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	817.54	1,994	0.41							
lanuary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1237.11	959	1.29							
lanuary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2319.40	1,994	1.16							
lanuary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2293.41	3,423	0.67							
lanuary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	51346.01	2,701	19.01							
lanuary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	53639.42	3,423	15.67							
lanuary 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							
anuary 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							
lanuary 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							
lanuary 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							
lanuary 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							
lanuary 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,555	3,173	80.52%							
anuary 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	39	76	51.32%							
lanuary 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	-9.5237
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	-4.1669
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							
	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								
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	-1.3536
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%							
ecember 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%							
ecember 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	-0.641
ecember 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	-0.609
ecember 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%		
ecember 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	-1.889
ecember 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	-1.060
ecember 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	-1.606
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	-1.164
ecember 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	-0.918
ecember 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						
ecember 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		
	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			
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	-0.6474
	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				
	manner and mapped	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				
ecember 2016	Maintenance and Repair															

Month December 2016	PID Category Maintenance and Repair	PID MR-6F	PID Title Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Standard	Benchmark N/Δ	CLEC Numerator 0	CLEC Denominator	CLEC Result CLI 2:51	EC Standard Deviation 0:41	CTL-Q Numerator C	TL-Q Denominator	CTL-Q Result CT 3:58	TL-Q Standard Deviation 3:20	Modified Z Score	-1.410603
December 2016 December 2016	Maintenance and Repair Maintenance and Repair	MR-6E MR-6E			Parity	N/A N/A	17:08	6	3:18	0:41	51:35 29686:35	13 788	3:58 37:40	3:20 63:27	-0.675382 -1.524559	-1.410603 -1.926866
		MR-6E MR-7B	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog		N/A N/A		8			29686:35	788			-1.524559	-1.926866
December 2016		MR-7B MR-7D	Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBUNDLING	Parity		0	1	0.00%	0.00%	0		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 N/A	1	11	9.09%	28.75%	5	22	22.73%	41.91%	-0.881176	-1.535717
December 2016 December 2016	Maintenance and Repair Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk UNBUNDI ED LOOP - ADSL COMPATIBLE	Parity	N/A N/A	0	1 8	0.00%	0.00%			0.00%	0.00%		
December 2016 December 2016		MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity Parity	N/A	0	8	0.00%	0.00%	0	1	0.00%	0.00%		
December 2016 December 2016		MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	N/A N/A	8	49	16.33%	36.96%	- 0	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		N/A	7	93	33.33%	47 14%	300	4,043	6.67%	24 94%	1.124338	-0.316451
December 2016 December 2016		MR-7E	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity Parity	N/A	0	9	0.00%	0.00%	1	15	0.00%	24.94%	1.124338	-0.316451
	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable		N/A N/A	2	6	33.33%	47 14%	1	15	6.67%	24.94%	0.899435	-0.453182
		MR-7E			Parity	N/A		ь			98				-1.023737	-0.453182
December 2016 December 2016	Maintenance and Repair Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A N/A	0	1.407	0.00%	0.00%	34	839 2,439	11.68%	32.12% 11.72%	0.069937	-0.957481
December 2016 December 2016		MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity	N/A N/A	20	70,788	0.00%	11.84%	34	2,439 56.233	0.00%	11.72%	0.069937	-0.957481
December 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A N/A	0	70,788	0.00%	0.53%	1 404	326,985	1.26%	11.16%	-0.875039	-1.531986
December 2016		MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	211	0.00%	6.87%	4,121 37	326,985	1.26%	11.16%	-0.875039	-1.531986
	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1		0.47%	5.97%	31		0.10%		2.055442	
December 2016	Maintenance and Repair				Parity		8	2,239			1	968		3.21%		0.24962
December 2016	Maintenance and Repair	MR-8 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	
December 2016			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		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 December 2016	Maintenance and Repair Network Performance	MR-8 NI-1A	Trouble Rate Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	Unbundled Loop Analog	Parity	N/A N/A	71	23,967	0.30%	5.43% 0.25%	4,882	486,100	1.00%	9.97%	-10.732325	-7.52479 -2 927491
					Parity		8	00,000	0.02.0	0.00.0						
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		01 10/1	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		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		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		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		-4									
December 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality			N/A	1	1	100.00%	0.00%	2	4	50.00%	50.00%	-0.894427	-1.543773
December 2016	Ordering and Provisioning			UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1	100.00%	0.00% 0.00%	2 4	4	100.00%	50.00% 0.00%	-0.894427	-1.543773
		OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity Parity	N/A N/A	1 1 135	1 1 135	100.00% 100.00%	0.00% 0.00% 0.00%	2 4 4	4 4	100.00% 100.00%	50.00% 0.00% 0.00%		
	Ordering and Provisioning	OP-5A	New Service Installation Quality New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity Parity Parity	N/A N/A N/A	1	47	100.00% 100.00% 100.00%	0.00% 0.00% 0.00% 0.00%	2 4 4 2	4 4 4 4	100.00% 100.00% 50.00%	50.00% 0.00% 0.00% 50.00%	-1.919967	-2.167257
December 2016	Ordering and Provisioning Ordering and Provisioning	OP-5A OP-5A	New Service Installation Quality New Service Installation Quality New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity Parity Parity Parity	N/A N/A N/A N/A	1 1 135 47 39	47 42	100.00% 100.00% 100.00% 92.86%	0.00% 0.00% 0.00%	2 4 4 2 1,904	4 4 4 2,022	100.00% 100.00%	50.00% 0.00% 0.00%		
December 2016 December 2016	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning	OP-5A OP-5A OP-8C	New Service Installation Quality New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LNP	Parity Parity Parity Parity Benchmark	N/A N/A N/A N/A 95.00%	1 1 135 47 39 3,574	47 42 3,580	100.00% 100.00% 100.00% 92.86% 99.83%	0.00% 0.00% 0.00% 0.00%	2 4 4 2 1,904		100.00% 100.00% 50.00%	50.00% 0.00% 0.00% 50.00%	-1.919967	-2.167257
December 2016 December 2016 December 2016	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portality Timeliness without Loop Coord Pre-Order Response Times (Address Validation)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LNP REQUEST	Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A N/A 95.00% N/A	1 1 135 47 39 3,574 6544.66	47 42 3,580 19,249	100.00% 100.00% 100.00% 92.86% 99.83% 0.34	0.00% 0.00% 0.00% 0.00%	2 4 4 2 1,904		100.00% 100.00% 50.00%	50.00% 0.00% 0.00% 50.00%	-1.919967	-2.167257
December 2016 December 2016 December 2016 December 2016	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LNP REQUEST RESPONSE	Parity Parity Parity Parity Parity Benchmark Diagnostic Diagnostic	N/A N/A N/A N/A 95.00% N/A N/A	1 1 135 47 39 3,574 6544.66 15825.84	47 42 3,580 19,249 12,972	100.00% 100.00% 100.00% 92.86% 99.83% 0.34 1.22	0.00% 0.00% 0.00% 0.00%	2 4 4 2 1,904		100.00% 100.00% 50.00%	50.00% 0.00% 0.00% 50.00%	-1.919967	-2.167257
December 2016	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LNP REOUEST RESPONSE TOTAL	Parity Parity Parity Parity Benchmark Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A 95.00% N/A N/A N/A	1 1 135 47 39 3,574 654-66 15825.84 22370.50	47 42 3,580 19,249 12,972 19,249	100.00% 100.00% 100.00% 92.86% 99.83% 0.34 1.22 1.16	0.00% 0.00% 0.00% 0.00%	2 4 4 2 1,904		100.00% 100.00% 50.00%	50.00% 0.00% 0.00% 50.00%	-1.919967	-2.167257
December 2016 December 2016 December 2016 December 2016 December 2016 December 2016	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - NS1 Capable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST	Parity Parity Parity Parity Parity Benchmark Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A 95.00% N/A N/A N/A	1 1 155 47 39 3,574 6544.66 15825.84 22370.50 3308.54	47 42 3,580 19,249 12,972 19,249 4,471	100.00% 100.00% 100.00% 92.86% 99.83% 0.34 1.22 1.16	0.00% 0.00% 0.00% 0.00%	2 4 4 2 2 1,904		100.00% 100.00% 50.00%	50.00% 0.00% 0.00% 50.00%	-1.919967	-2.167257
December 2016	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Aptr. Scheduler) Pre-Order Response Times (Aptr. Scheduler)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LNP REGUEST RESPONSE TOTAL REQUEST TOTAL	Parity Parity Parity Parity Parity Benchmark Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A 95.00% N/A N/A N/A N/A N/A	1 1 135 47 39 3,574 6544.66 15825.84 22370.50 3308.54 3797.28	47 42 3,580 19,249 12,972 19,249 4,471 4,471	100.00% 100.00% 100.00% 92.86% 99.83% 0.34 1.22 1.16 0.74 0.85	0.00% 0.00% 0.00% 0.00%	2 4 4 2 1,904		100.00% 100.00% 50.00%	50.00% 0.00% 0.00% 50.00%	-1.919967	-2.167257
December 2016	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - Not Capable Unbundled Loop Analog LNP REOUEST RESPONSE TOTAL REQUEST TOTAL REQUEST RECUEST RESPONSE	Parity Parity Parity Parity Parity Parity Benchmark Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A 95.00% N/A N/A N/A N/A N/A	1 1 135 47 39 3,574 6544,66 15825,84 22370,50 3308,54 3797,28 701,22	47 42 3,580 19,249 12,972 19,249 4,471 4,471 1,798	100.00% 100.00% 100.00% 92.86% 99.83% 0.34 1.22 1.16 0.74 0.85 0.39	0.00% 0.00% 0.00% 0.00%	2 4 4 2 1,904		100.00% 100.00% 50.00%	50.00% 0.00% 0.00% 50.00%	-1.919967	-2.167257
December 2016	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 10 Capable LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A	1 1 135 47 39 3,574 6544.66 15825.84 22370.50 3308.54 3797.28 701.22	47 42 3,580 19,249 12,972 19,249 4,471 4,471 1,798 1,256	100.00% 100.00% 100.00% 92.86% 99.33% 0.34 1.22 1.16 0.74 0.85	0.00% 0.00% 0.00% 0.00%	2 4 4 2 1,904		100.00% 100.00% 50.00%	50.00% 0.00% 0.00% 50.00%	-1.919967	-2.167257
December 2016	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Apt: Scheduler) Pre-Order Response Times (Apt: Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LNP REGUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REPONSE TOTAL REPONSE	Parity Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	47 42 3,580 19,249 12,972 19,249 4,471 4,471 1,798 1,256 1,798	100.00% 100.00% 100.00% 92.86% 99.83% 0.34 1.22 1.16 0.74 0.85 0.39 1.08	0.00% 0.00% 0.00% 0.00%	2 4 4 2 1,904		100.00% 100.00% 50.00%	50.00% 0.00% 0.00% 50.00%	-1.919967	-2.167257
December 2016	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-6C OP-6C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (App. Scheduler) Pre-Order Response Times (App. Scheduler) Pre-Order Response Times (App. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - Nost Capable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL	Parity Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A N/A 95.00% N/A	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	47 42 3,580 19,249 12,972 19,249 4,471 4,471 1,798 1,256 1,798 3,877	100.00% 100.00% 100.00% 92.86% 99.83% 0.34 1.22 1.16 0.74 0.85 0.39 1.08	0.00% 0.00% 0.00% 0.00%	2 4 4 2 1,904		100.00% 100.00% 50.00%	50.00% 0.00% 0.00% 50.00%	-1.919967	-2.167257
December 2016	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality Number Portability Immeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - NS1 Capable Unbundled Loop - Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REGUEST TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Parity Parity Parity Diagnostic	N/A	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	47 42 3,580 19,249 12,972 19,249 4,471 4,471 1,798 1,256 1,798 3,877 3,734	100.00% 100.00% 100.00% 92.86% 99.83% 0.34 1.22 1.16 0.74 0.85 0.39 1.08 1.14	0.00% 0.00% 0.00% 0.00%	2 4 4 2 1,904		100.00% 100.00% 50.00%	50.00% 0.00% 0.00% 50.00%	-1.919967	-2.167257
December 2016	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Responses Times (Address Validation) Pre-Order Responses Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Responses Times (Appt. Scheduler) Pre-Order Responses Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 12 Topable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL	Parity Parity Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A N/A N/A 95.00% N/A	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	47 42 3,580 19,249 12,972 19,249 4,471 1,798 1,256 1,798 3,877 3,734 3,877	100.00% 100.00% 100.00% 92.86% 99.83% 0.34 1.22 1.16 0.74 0.85 0.39 1.08 1.14 0.85	0.00% 0.00% 0.00% 0.00%	2 4 4 2 1,904		100.00% 100.00% 50.00%	50.00% 0.00% 0.00% 50.00%	-1.919967	-2.167257
December 2016	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Number Portability Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Pacility Scheduler) Pre-Order Response Times (Pacility Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 10 Capable Unbundled Loop - 10 Capable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	47 42 3.560 19,249 12,972 19,249 4,471 4,471 1,798 1,256 1,798 3,877 3,734 3,877 7,694	100.00% 100.00% 100.00% 92.86% 99.83% 1.22 1.16 0.74 0.85 0.39 1.08 1.14 0.85 2.24 3.01	0.00% 0.00% 0.00% 0.00%	2 4 4 2 1,904		100.00% 100.00% 50.00%	50.00% 0.00% 0.00% 50.00%	-1.919967	-2.167257
December 2016	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 12 Topable Unbundled Loop - 13 Topable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	47 42 3,580 19,249 12,972 19,249 4,471 1,798 1,256 1,798 3,877 3,374 3,877 7,694	100.00% 100.00% 100.00% 92.86% 99.85% 1.22 1.16 0.74 0.85 0.39 1.08 1.14 0.85 1.10 1.10 1.10 1.10 1.10 1.10 1.10	0.00% 0.00% 0.00% 0.00%	2 4 4 2 2 1,904		100.00% 100.00% 50.00%	50.00% 0.00% 0.00% 50.00%	-1.919967	-2.167257
December 2016	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 12 Grapable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL	Parity Parity Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	47 42 3.580 19,249 12,972 19,249 4,471 1,798 1,256 1,798 3,377 7,694 5,640 7,664	100.00% 100.00% 92.86% 99.83% 1.22 1.16 0.74 0.85 1.08 1.08 2.24 1.14 0.85 2.24 1.15 1.15 1.15	0.00% 0.00% 0.00% 0.00%	2 4 4 2 1,904		100.00% 100.00% 50.00%	50.00% 0.00% 0.00% 50.00%	-1.919967	-2.167257
December 2016	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Number Portability Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 10 Capable TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	47 42 3,560 19,249 12,972 19,249 4,471 1,798 1,256 1,798 3,877 7,694 5,640 7,093	100.00% 100.00% 100.00% 92.86% 99.83% 0.34 1.22 1.16 0.74 0.85 0.39 1.08 1.14 0.85 2.24 3.01 1.05 1.15	0.00% 0.00% 0.00% 0.00%	2 4 4 2 1,904		100.00% 100.00% 50.00%	50.00% 0.00% 0.00% 50.00%	-1.919967	-2.167257
December 2016	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Med Point Inquiry)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 12 Topable Unbundled Loop - 13 Topable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Parity Parity Parity Parity Banchmark Diagnostic	N/A	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	47 42 3,560 19,249 12,972 19,249 4,471 1,798 1,256 1,798 3,877 3,374 3,877 7,694 5,640 7,694	100.00% 100.00% 100.00% 92.86% 99.83% 1.122 1.166 0.74 0.85 0.39 1.08 1.14 0.85 2.24 3.01 1.105	0.00% 0.00% 0.00% 0.00%	2 4 4 2 1,904		100.00% 100.00% 50.00%	50.00% 0.00% 0.00% 50.00%	-1.919967	-2.16725
December 2016	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Number Portability Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Pacility Scheduler) Pre-Order Response Times (Pacility Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Med Point Inquiry)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 12 Capable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	47 42 3.580 19,249 12,072 19,249 4,471 1,798 1,256 1,798 3,877 7,694 5,640 7,5640 1,083 1,	100.00% 100.00% 100.00% 92.86% 99.86% 1.22 1.16 0.74 0.39 1.08 1.14 0.85 1.14 0.85 1.15 2.24 1.15 2.24 2.25 2.25 2.25 2.27 2.27 2.27 2.27 2.27	0.00% 0.00% 0.00% 0.00%	2 4 4 2 1,904		100.00% 100.00% 50.00%	50.00% 0.00% 0.00% 50.00%	-1.919967	-2.16725
December 2016	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 12 Topiable Unbundled Loop - 13 Topiable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	47 42 3,560 19,249 12,972 19,249 4,471 1,798 1,256 1,798 3,877 7,694 5,640 7,694 1,093 1,202 1,093	100.00% 100.00% 100.00% 92.86% 99.83% 1.122 1.166 0.274 0.85 0.39 1.08 1.14 0.85 2.24 4.3.01 1.05 1.15 1.15 1.05 1.05 1.05 1.05 1	0.00% 0.00% 0.00% 0.00%	2 4 4 2 1,904		100.00% 100.00% 50.00%	50.00% 0.00% 0.00% 50.00%	-1.919967	-2.16725
December 2016	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Number Portability Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 12 Grapable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	47 42 3.580 19,249 12,072 19,249 4,471 1,798 1,256 1,798 3,877 7,694 5,640 1,093 1,093 1,093 1,093 1,093	100.00% 100.00% 100.00% 92.86% 93.34 1.22 1.16 0.74 0.39 1.14 0.85 2.24 3.01 1.15 1.15 2.24 3.01 1.15 0.85 2.24 3.01 1.08 3.08 3.08 3.08 3.08 3.08 3.08 3.08 3	0.00% 0.00% 0.00% 0.00%	2 4 4 2 1,904		100.00% 100.00% 50.00%	50.00% 0.00% 0.00% 50.00%	-1.919967	-2.16725
December 2016	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-8C PC1-1IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 12 Topable Unbundled Loop - 13 Topable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	47 42 3,560 19,249 12,972 19,249 4,471 1,798 1,256 1,798 3,877 7,694 5,640 7,699 1,093 6,500 12,782 6,500	100.00% 100.00% 100.00% 99.83% 99.83% 1.02 1.16 0.74 0.85 0.39 1.09 1.08 1.14 0.85 2.24 1.15 1.15 1.29 2.17 0.58 2.20 1.15 1.15 1.15 1.15 1.15 1.15 1.15 1.1	0.00% 0.00% 0.00% 0.00%	2 4 4 2 2 1,904		100.00% 100.00% 50.00%	50.00% 0.00% 0.00% 50.00%	-1.919967	-2.16725
December 2016	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Number Portability Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 12 Grapable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	47 42 3.580 19,249 12,072 19,249 4,471 1,798 1,256 1,798 3,877 7,694 5,640 1,093 1,093 1,093 1,093 1,093	100.00% 100.00% 100.00% 92.86% 93.34 1.22 1.16 0.74 0.39 1.14 0.85 2.24 3.01 1.15 1.15 2.24 3.01 1.15 0.85 2.24 3.01 1.08 3.08 3.08 3.08 3.08 3.08 3.08 3.08 3	0.00% 0.00% 0.00% 0.00%	2 4 4 2 1,904		100.00% 100.00% 50.00%	50.00% 0.00% 0.00% 50.00%	-1.919967	-2.167257
December 2016	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-8C PC1-1IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 12 Topable Unbundled Loop - 13 Topable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	47 42 3,560 19,249 12,972 19,249 4,471 1,798 1,256 1,798 3,877 7,694 5,640 7,699 1,093 6,500 12,782 6,500	100.00% 100.00% 100.00% 99.83% 99.83% 1.02 1.16 0.74 0.85 0.39 1.09 1.08 1.14 0.85 2.24 1.15 1.15 1.29 2.17 0.58 2.20 1.15 1.15 1.15 1.15 1.15 1.15 1.15 1.1	0.00% 0.00% 0.00% 0.00%	2 4 4 2 1,904		100.00% 100.00% 50.00%	50.00% 0.00% 0.00% 50.00%	-1.919967	-2.167257
December 2016	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-8C OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Service Availability)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 12 Capable Unbundled Loop - 13 Capable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Parity Parity Parity Parity Parity Benchmark Diagnostic	NVA	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	47 42 3.580 19,249 12,972 19,249 4,471 1,798 1,256 1,798 3,377 7,694 5,640 7,694 1,093 1,202 1,093 1,202	100.00% 100.00% 100.00% 92.88% 93.83% 0.34 1.22 1.16 0.74 0.85 0.39 1.10 1.00 1.10 1.10 1.10 1.10 1.10 1.1	0.00% 0.00% 0.00% 0.00%	2 4 4 2 1,904		100.00% 100.00% 50.00%	50.00% 0.00% 0.00% 50.00%	-1.919967	-2.167257
December 2016	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Number Portability Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Pacility Scheduler) Pre-Order Response Times (Pacility Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Times (Neweracion) Pre-Order Response Times (Response Times (Response Availability) Pre-Order Response Times (Response Availability) Pre-Order Response Times (Response Times (Respons	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 12 Gapable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	47 42 3.560 19.249 12.972 19.249 4.471 1.798 1.798 3.877 3.734 4.5,640 7.694 1.093 6.500 12.782 6.500 1.071	100.00% 100.00% 100.00% 92.86% 93.86% 1.22 1.16 0.74 0.39 1.08 1.14 0.85 2.24 3.01 1.15 1.90 2.17 0.85 0.85 0.85 0.85 0.85 0.85 0.85 0.85	0.00% 0.00% 0.00% 0.00%	2 4 4 2 1,904		100.00% 100.00% 50.00%	50.00% 0.00% 0.00% 50.00%	-1.919967	-2.167257

Month	PID Category	PID	PID Title	Product Category	Standard					CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
December 2016	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	48167.14	2,558								
ecember 2016	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	50634.39	3,475								
ecember 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8412.78	4,523								
ecember 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							
ecember 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							
ecember 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							
ecember 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								
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								
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								
December 2016	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2.248	2.827								
December 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	32	72								
December 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	428	527	0.100.110							
December 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,248	2,260								
December 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	32	32								
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								
December 2016	Pre-Ordering Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	182	184								
December 2016	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	469	469								
December 2016	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	20	20								
December 2016	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	6	24		43.30%	12	92	13.04%	33.68%	-1.548915	-1.9416
November 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,584	1,584								
November 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,204,113	1,276,510								
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	-4.7229
November 2016	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	22.437	22.437	100.00%			. ,,,,,				
November 2016	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,224,472									
November 2016	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	8678.44	30.355								
November 2016		GA-1		IMAGUI		N/A										
	Electronic Gateway Availability		Gateway Availability - LSR		Diagnostic		29,520									
November 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520								
November 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,520	29,520								
November 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760								
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	-0.6410
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								
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		16								
November 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable		N/A	16	26		48 65%	10	18	55.56%	49 69%	-0.392678	-1.2387
					Parity		16	26	0.110.110	1010010	10				0.0000.0	
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	-1.0969
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	-1.7960
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	-0.971
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	-1.2441
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	-0.9756
November 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	0:58	1	0:58	0:00	2:43	1				
November 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	68:23	15		2:56	13:48	1	6:54		-0.486883	-1.2960
November 2016 November 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1			N/A N/A	88:32	15		2:56	13:48	2	6:54		-0.486883 -0.285278	
				Unbundled Loop - 2 Wire Non-Loaded	Parity							2				
November 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	141:00					15			-0.394391	
November 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	907:49	78			212183:55	4,738			-4.196181	
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		51:21	10	5:08	4:13	-0.494711	-1.3007
November 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	4:27	2	2:13	2:32						
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	-1.4702
November 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	44:16	8		4:59	56737:46	1,004	56:31	168:58	-0.849942	-1.5167
November 2016	Maintenance and Repair	MR-7A	Repair Repeat Rort Rate-Disp w/I MSA	Residence	Parity	N/A	0	2	0.00%	0.00%	525	4,109			-0.541134	
November 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	10		30.00%	525				-1.188268	
November 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	10	0.00%	0.00%	0	19			-1.100200	1.1224
								1			-					
November 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	15		0.00%	0	2				
November 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	16		24.21%	0	2	0.00%		-1.22064	
November 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	5	26		39.41%	6		0.11001		-0.88017	
lovember 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	-1.187
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	
lovember 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	2	0.00%	0.00%						
lovember 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%						
lovember 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	-1.421
November 2016	Maintenance and Repair	MR-7F	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	3		0.00%	125				-0.09262	
									0.0070	0.00.00		.,				
lovember 2016	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	16	1,452		10.44%	28	2,479	1.13%		-0.078916	
lovember 2016	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	3	71,316	0.0070	0.65%	1	56,090	0.00%		1.017141	0.00.
lovember 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	2	60		17.95%	5,258	329,875	1.59%		0.680407	-0.586
lovember 2016	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	211	0.00%		31	2,821	1.10%	10.43%	-1.47692	-1.897
lovember 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	0.610
lovember 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		0.20%		-0.557985	
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	29	4,788	0	7.76%	30	2.518	1.19%		-2.19301	
lovember 2016		HILY-D	1100000 1100	ourounded cook - no i oghania	· arry	1475	29	4,788		1.76%	30	2,518	1.19%	10.85%	-2.19301	-2.333
ovember 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	-1.29

November 2016 Maintenance and Repair MR-9A Repair Appointment Med. Oncomber 2016 Newton Performance NI-1A Trunk Biockage to CTL-Q E November 2016 Newton Performance NI-1B Trunk Biockage to CTL-Q E November 2016 Newton Performance NI-1C Trunk Biockage to CTL-Q E November 2016 Oncomber 2016 Newton Performance NI-1D Trunk Biockage to CTL-Q E November 2016 Ordinary and Provisioning OP-15A Interval for Pending Ordinar Control Con	ith	PID Category	PID	PID Title	Product Category			CLEC Numerator							CTL-Q Standard Deviation		
November 2016 Network Performance NI-18 Trunk Blockage to CTL-0 Trunk Blockage to CTL-0 Trunk Stockage to CTL-0 Trunk Stockage to CTL-0 Trunk Stockage to CTL-0 Trunk Blockage to CTL-0 Trunk Blocka			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 Network Performance NI-1G Trunk Blockage to CTIL-0 E November 2016 Network Performance NI-1D Trunk Blockage to CTIL-0 E November 2016 Ordering and Provisioning OP-15A Interval for Pending Orders November 2016 Ordering and Provisioning OP-15A Interval for Pending Orders November 2016 Ordering and Provisioning OP-15B-RD Pending Orders Delayed for November 2016 November 2016 Ordering and Provisioning OP-15B-RD Pending Orders Delayed for November 2016 November 2016 Ordering and Provisioning OP-3D Interval Zorn 1 Areas November 2016 Ordering and Provisioning OP-3D Interval Zorn 1 Areas November 2016 Ordering and Provisioning OP-3D Interval Zorn 1 Areas November 2016 Ordering and Provisioning OP-3E Interval Zorn 2 Areas November 2016 Ordering and Provisioning OP-3E Interval Zorn 2 Areas November 2016 Ordering and Provisioning OP-3E Interval Zorn 2 Areas November 2016 Ordering and Provisioning OP-3E Interval				Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	2	2	100.00%	0.00%	3,202	4,109	77.93%	41.47%	-0.752493	-1.457483
November 2016 Network Performance NI-1D Trunk Blockage to CTL-Q E November 2016 Ordering and Provisioning OP-15A Interval for Pending Orders November 2016 Ordering and Provisioning OP-15A Interval for Pending Orders November 2016 Ordering and Provisioning OP-15A Interval for Pending Orders November 2016 Ordering and Provisioning OP-15B-RD Pending Orders Delayed for Ordering and Provisioning OP-3D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-3D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-3D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-3D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-3D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Areas November 2016 Ordering and Provisioning				Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	5	34,200	0.01%	0.10%						-2.95922
November 2016 Network Performance NI-1D Trunk Blockage to CTL-02 November 2016 Ordering and Provisioning OP-15A Interval for Pending Orders November 2016 Ordering and Provisioning OP-15A Interval for Pending Orders November 2016 Ordering and Provisioning OP-15B-RD Pending Orders Delayed for November 2016 Ordering and Provisioning OP-15B-RD Pending Orders Delayed for November 2016 Ordering and Provisioning OP-3D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-3D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-3D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-3D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-4D				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 Ordering and Provisioning OP-15A Interval for Pending Orders November 2016 Ordering and Provisioning OP-15A Interval for Pending Orders November 2016 Ordering and Provisioning OP-15B Interval for Pending Orders Ordering and Provisioning OP-15B PRD Pending Orders Delayed for Ordering and Provisioning OP-15B PRD Pending Orders Delayed for November 2016 Ordering and Provisioning OP-3D Interval Zone 1 Arases November 2016 Ordering and Provisioning OP-3D Interval Zone 1 Arases November 2016 Ordering and Provisioning OP-3D Interval Zone 1 Arases November 2016 Ordering and Provisioning OP-3D Interval Zone 1 Arases November 2016 Ordering and Provisioning OP-3D Interval Zone 1 Arases November 2016 Ordering and Provisioning OP-3D Interval Zone 1 Arases November 2016 Ordering and Provisioning OP-3D Interval Zone 2 Arases November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Arases November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Arases November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Arases November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Arases November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Arases November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Arases November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Arases November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Arases November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Arases November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Arases November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Arases November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Arases November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Arases November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Arases November 2016 Ordering and Provisioning OP-5A New Service Installation Outone Development 2016 Ordering and Provisioning OP-5A New Service Installation Outone Development 2016 Ordering and Provisioning OP-5A New Service Installation Outone Deve				Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	5	34,224	0.01%							
November 2016 Ordering and Provisioning OP-15A Interval for Pending Orders November 2016 Ordering and Provisioning OP-15B-RD Pending Orders Delayed for November 2016 Ordering and Provisioning OP-15B-RD Pending Orders Delayed for November 2016 Ordering and Provisioning OP-15B-RD Pending Orders Delayed for November 2016 Ordering and Provisioning OP-30 Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-30 Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-30 Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-30 Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-31 Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-32 Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-32 Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-32 Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-40 Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-40 <td></td> <td></td> <td></td> <td>Trunk Blockage to CTL-Q End Ofc w/o TGSR excl</td> <td>LIS Trunk</td> <td>Diagnostic</td> <td>N/A</td> <td>0</td> <td>13,111</td> <td>0.00%</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>				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 November 2016 Ordering and Provisioning OP-15B-RD Pending Orders Delayed for Ordering and Provisioning Oncember 2016 Ordering and Provisioning OP-3D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-3D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-3D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-3D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Areas <td></td> <td></td> <td></td> <td>Interval for Pending Orders Delayed Past Due Date</td> <td>Sub-Loop Unbundling</td> <td>Diagnostic</td> <td>N/A</td> <td>130</td> <td>1</td> <td>130.00</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>				Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	130	1	130.00							
November 2016 Ortestring and Provisioning OP-15B-RD Pending Ordens Daleyed for November 2016 Orienting and Provisioning OP-35D Interval Zona I Areas November 2016 Ordering and Provisioning OP-30 Interval Zona I Areas November 2016 Ordering and Provisioning OP-30 Interval Zona I Areas November 2016 Ordering and Provisioning OP-30 Interval Zona I Areas November 2016 Ordering and Provisioning OP-31 Interval Zona I Areas November 2016 Ordering and Provisioning OP-3E Interval Zona 2 Areas November 2016 Ordering and Provisioning OP-3E Interval Zona 2 Areas November 2016 Ordering and Provisioning OP-3E Interval Zona 2 Areas November 2016 Ordering and Provisioning OP-4D Interval Zona 1 Areas November 2016 Ordering and Provisioning OP-4D Interval Zona 1 Areas November 2016 Ordering and Provisioning OP-4D Interval Zona 1 Areas November 2016 Ordering and Provisioning OP-4D Interval Zona 2 Areas November 2016				Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	140	8	17.50	6.48						
Nevember 2016 Ordering and Provisioning OP-31D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-3D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-3D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-3D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-3D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Areas Novembe				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-3D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-3D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-3D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-3B Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Areas November					Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	2	8	25.00%	43.30%	199	461	43.17%	49.53%	-2.726565	
November 2016 Ordering and Provisioning OP-3D Interval Zone 1 Arass November 2016 Ordering and Provisioning OP-3D Interval Zone 1 Arass November 2016 Ordering and Provisioning OP-3D Interval Zone 1 Arass November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Arass November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Arass November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Arass November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Arass November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Arass November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Arass November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Arass November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Arass November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Arass November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Arass November					Unbundled Loop Analog	Parity		0	10	100.00%	0.00%	199	461	43.17%	49.53%	-2./26565	-2.657634
November 2016 Ordering and Provisioning OP-3D Interval Zone 1 Arass November 2016 Ordering and Provisioning OP-3D Interval Zone 1 Arass November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Arass November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Arass November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Arass November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Arass November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Arass November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Arass November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Arass November 2016 Ordering and Provisioning OP-4E Interval Zone 1 Arass November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Arass November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Arass November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Arass November					Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1								
November 2016 Ordering and Provisioning OP-3D Interval Zone 1 Areass November 2016 Ordering and Provisioning OP-3D Interval Zone 1 Areass November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-4D Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-5A Nove Service Installation Out November 2016 Ordering and Provisioning OP-5A Nove Service Installation Out November 2016 Ordering and Provisioning OP-5A Nove Service Installation Out November 2016 Ordering and Provisioning OP-5A Nove Service Installation Out November 2016 Ordering and Provisioning OP-5A Nove Service Installation Out November 2016 Ordering and Provisioning OP-5A Nove Service Installation Out November 2016 Ordering and Provisioning OP-5B Nove Service Installation Out November 2016 Ordering and Provisioning OP-5B Nove Service Installation Out November 2016 Ordering and Provisioning OP-5B November 2016 Pre-Ordering Provisioning OP-5B November 2016 Pre-Ordering Provisioning OP-5B Nove					UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	157	171	100.00% 91.81%							
November 2016 Ordering and Provisioning OP-3D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou					Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00% N/A			0.110.110							
November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-5A New Service Installation Out November 2016 Ordering and Provisioning OP-5A New Service Installation Out November 2016 Ordering and Provisioning OP-5A New Service Installation Out					Unbundled Loop - DS1 Capable	Parity		29	39	74.36%	43.67%						
November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-3D Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou <					Unbundled Loop Analog	Benchmark	90.00%	18	20	90.00%							
November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-3E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou					Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1	100.00%							
November 2016 Ordering and Provisioning OP-3E Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou					LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Anasa November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Anasa November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Anasa November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Anasa November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Anasa November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Anasa November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou <td></td> <td></td> <td></td> <td></td> <td>Unbundled Loop - DS1 Capable</td> <td>Parity</td> <td>N/A</td> <td>0</td> <td>3</td> <td>0.00%</td> <td>0.00%</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>					Unbundled Loop - DS1 Capable	Parity	N/A	0	3	0.00%	0.00%						
November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Arass November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Arass November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Arass November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Arass November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Arass November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Arass November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5B Number Protability Timeling November 2016 Ordering and Provisioning OP-1-MA GUI Pre-Order Response Times					Unbundled Loop Analog	Benchmark	90.00%	28	28	100.00%							
Nevember 2016 Ordering and Provisioning OP-4D Interval Zone 1 Arass November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Arass November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Arass November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Arass November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Arass November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation					Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	1	5.00							
November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-8B Number Portability Timelin November 2016 Ordering and Provisioning OP-8B Number Portability Timelin November 2016 Preo-Ordering PO-1-1MA GUI Preo-Order Response Times					UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	12	6	2.00							
November 2016 Ordering and Provisioning OP-4D Interval Zone 1 Areas November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-6C Number Portability Timelin November 2016 Pre-Ordering PO-14MA GUI Pre-Order Response Times November 2016 Pre-Ordering PO-14MA GUI Pre-Order Response Times </td <td></td> <td></td> <td></td> <td></td> <td>Unbundled Loop - 2 Wire Non-Loaded</td> <td>Benchmark</td> <td>6.00</td> <td>476</td> <td>127</td> <td>3.75</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>					Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	476	127	3.75							
November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5A New Service Installation Ou November 2016 Ordering and Provisioning OP-5B Number Portability Timeline November 2016 Ordering and Provisioning OP-8B Number Portability Timeline November 2016 Pre-Ordering PO-1-MA CUI Pre-Order Response Times					Unbundled Loop - DS1 Capable	Benchmark	5.50	202	31	6.52							
November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-4E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-5A New Service Installation Outower November 2016 Ordering and Provisioning OP-5A New Service Installation Outower November 2016 Ordering and Provisioning OP-5A New Service Installation Outower November 2016 Ordering and Provisioning OP-5A New Service Installation Outower November 2016 Ordering and Provisioning OP-5B New Service Installation Outower November 2016 Ordering and Provisioning OP-8B Number Portability Timeline November 2016 Pre-Ordering PC-1-IMA GUI Pre-Order Response Times November 2016 Pre-Ordering PC-1-IMA GUI Pre-Order Response Time					Unbundled Loop Analog	Benchmark	6.00	59	15	3.93							
November 2016 Ordering and Provisioning OP-8E Interval Zone 2 Areas November 2016 Ordering and Provisioning OP-8A New Service Installation Out Ordering and Provisioning OP-8B New Service Installation Out Ordering Pro-1-1MA GUI Pre-Order Response Times November 2016 Pre-Ordering Po-1-1MA GUI Pre-Order Response Times November 2016 Pre-Orde					Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	1	5.00							
November 2016 Ordering and Provisioning OP-5A New Service Installation Outonews November 2016 Ordering and Provisioning OP-5A New Service Installation Outonews November 2016 Ordering and Provisioning OP-5A New Service Installation Outonews November 2016 Ordering and Provisioning OP-5A New Service Installation Outonews November 2016 Ordering and Provisioning OP-5A New Service Installation Outonews November 2016 Ordering and Provisioning OP-8B Number Portability Timeline November 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times					Unbundled Loop - DS1 Capable	Benchmark	5.50	22	2	11.00							
Newerber 2016 Ordering and Provisioning OP-5A New Service Installation Out November 2016 Ordering and Provisioning OP-5A New Service Installation Out November 2016 Ordering and Provisioning OP-5A New Service Installation Out November 2016 Ordering and Provisioning OP-5A New Service Installation Out November 2016 Ordering and Provisioning OP-8C Number Portability Timeline November 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times November 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times <t< td=""><td></td><td></td><td></td><td></td><td>Unbundled Loop Analog</td><td>Benchmark</td><td>6.00</td><td>70</td><td>14</td><td>5.00</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></t<>					Unbundled Loop Analog	Benchmark	6.00	70	14	5.00							
November 2016 Ordering and Provisioning OP-5A New Service Installation Outower November 2016 Ordering and Provisioning OP-5A New Service Installation Outower November 2016 Ordering and Provisioning OP-8B Number Portability Timeline November 2016 Ordering and Provisioning OP-8B Number Portability Timeline November 2016 Pre-Ordering PO-1MA CUI Pre-Order Response Times November 2016 Pre-Ordering PO-1MA GUI Pre-Order Response Times November 2016			01 011		LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	3	3	100.00%	0.00%		
November 2016 Ordering and Provisioning OP-SA New Service Installation Out November 2016 Ordering and Provisioning OP-SA New Service Installation Out November 2016 Ordering and Provisioning OP-SB New Service Installation Out November 2016 Ordering and Provisioning OP-SB Number Portability Timeline November 2016 Ordering and Provisioning OP-SB Number Portability Timeline November 2016 Pre-Ordering APP Ordering OP-SB Number Portability Timeline November 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times November 2016 Pre-Ordering PO-1-IMA GUI				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 Out November 2016 Ordering and Provisioning OP-5B Number Protability Timeline November 2016 Ordering and Provisioning OP-8B Number Protability Timeline November 2016 Ordering and Provisioning OP-1MA QUI Pro-Order Response Times November 2016 Pro-Ordering PO-1MA QUI Pro-Order Response Times November 2016 Pro-Ordering PO-1MA QUI Pre-Order Response Times November 2016 Pre-Ordering PO-1MA QUI Pre-Order Response Times November 2016					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-8B Number Portability Timeline November 2016 Pre-Ordering PO-1MA GUI Pre-Order Response Times November 2016 Pre-Ordering P					Unbundled Loop - DS1 Capable	Parity	N/A	42	43	97.67%	15.07%						
November 2016 Ordering and Provisioning OP-8C Number Portability Timeline November 2016 Pre-Ordering PC1-1MA GUI Pre-Order Response Times November 2016 Pre-Ordering					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 Pre-Ordering PO-1-MA GUI Pre-Order Response Times November 2016 Pre-Ordering <td< td=""><td></td><td></td><td></td><td>Number Portability Timeliness with Loop Coord</td><td>LNP</td><td>Benchmark</td><td>95.00%</td><td>26</td><td>26</td><td>100.00%</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td<>				Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	26	26	100.00%							
November 2016 Pre-Ordering PO-14MA GUI Pre-Order Response Times November 2016 Pre-Ordering <th< td=""><td></td><td></td><td></td><td>Number Portability Timeliness without Loop Coord</td><td>LNP</td><td>Benchmark</td><td>95.00%</td><td>10,072</td><td>10,074</td><td>99.98%</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></th<>				Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	10,072	10,074	99.98%							
Nevember 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times November 2016 Pre-Ordering <td></td> <td></td> <td></td> <td>Pre-Order Response Times (Address Validation)</td> <td>REQUEST</td> <td>Diagnostic</td> <td>N/A</td> <td>6417.18</td> <td>19,446</td> <td>0.33</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>				Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6417.18	19,446	0.33							
November 2016 Pre-Ordering PO-1-MA GUI Pre-Order Response Times November 2016 Pre-Ordering <td< td=""><td></td><td></td><td></td><td>Pre-Order Response Times (Address Validation)</td><td>RESPONSE</td><td>Diagnostic</td><td>N/A</td><td>15693.60</td><td>13,078</td><td>1.20</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td<>				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 November 2016 Pre-Ordering <td></td> <td></td> <td></td> <td>Pre-Order Response Times (Address Validation)</td> <td>TOTAL</td> <td>Diagnostic</td> <td>N/A</td> <td>22110.78</td> <td>19,446</td> <td>1.14</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>				Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22110.78	19,446	1.14							
November 2016 Pre-Ordering PO-1-MA GUI Pre-Order Response Times November 2016 Pre-Ordering <td< td=""><td></td><td></td><td></td><td>Pre-Order Response Times (Appt. Scheduler)</td><td>REQUEST</td><td>Diagnostic</td><td>N/A</td><td>3072.24</td><td>4,267</td><td>0.72</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td<>				Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3072.24	4,267	0.72							
November 2016 Pro-Ordering PO-1-IMA GUI Pro-Order Response Times November 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times November 2016 Pre-Ordering <td></td> <td></td> <td></td> <td>Pre-Order Response Times (Appt. Scheduler)</td> <td>TOTAL</td> <td>Diagnostic</td> <td>N/A</td> <td>3564.94</td> <td>4,267</td> <td>0.84</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>				Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3564.94	4,267	0.84							
November 2016 PRO-Ordering PO-1-MA GUI Pre-Order Response Times November 2016 Pre-Ordering PO-1-MA GUI Pre-Order Response Times November 2016 Pre-Ordering <td< td=""><td></td><td></td><td></td><td>Pre-Order Response Times (Facility Assignment)</td><td>REQUEST</td><td>Diagnostic</td><td>N/A</td><td>704.38</td><td>1,718</td><td>0.41</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td<>				Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	704.38	1,718	0.41							
November 2016 Pro-Ordering PO-1-MA GUI Pro-Order Response Times November 2016 Pre-Ordering PO-1-MA GUI Pre-Order Response Times November 2016 Pre-Ordering <td< td=""><td></td><td></td><td></td><td>Pre-Order Response Times (Facility Assignment)</td><td>RESPONSE</td><td>Diagnostic</td><td>N/A</td><td>1314.60</td><td>1,252</td><td>1.05</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td<>				Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1314.60	1,252	1.05							
November 2016 Pro-Ordering PO-1-MAR GUI Pre-Order Response Times November 2016 Pre-Ordering PO-1-MAR GUI Pre-Order Response Times November 2016 Pre-Ordering <td></td> <td></td> <td></td> <td>Pre-Order Response Times (Facility Assignment)</td> <td>TOTAL</td> <td>Diagnostic</td> <td>N/A</td> <td>2018.98</td> <td>1,718</td> <td>1.18</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>				Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2018.98	1,718	1.18							
November 2016 Pre-Ordering Po-1-MA GUI Pre-Order Response Times Po-1-MA GUI Pre-Order Response Times Pre-Order Pre-Ordering Po-1-MA GUI Pre-Order Response Times Pre-Order Response Times Pre-Order Response Times Po-1-MA GUI Pre-Order Response Times Pre-Ordering Po-1-MA GUI Pre-Order Response Times Pre-Ordering Po-1-MA GUI Pre-Order Response Times Pre-Ordering Po-1-MA GUI Pre-Order Response Times				Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3083.67	3,807	0.81							
November 2016 Pro-Ordering PO-1-MA GUI Pro-Order Response Times November 2016 Pro-Ordering <td< td=""><td></td><td></td><td></td><td>Pre-Order Response Times (Facility Check)</td><td>RESPONSE</td><td>Diagnostic</td><td>N/A</td><td>7957.00</td><td>3,650</td><td>2.18</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td<>				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 November 2016 Pre-Ordering <td></td> <td></td> <td></td> <td></td> <td>TOTAL</td> <td>Diagnostic</td> <td>N/A</td> <td>11040.67</td> <td>3,807</td> <td>2.90</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>					TOTAL	Diagnostic	N/A	11040.67	3,807	2.90							
November 2016 Pre-Ordering PO-1-MA GUI Pre-Order Response Times November 2016 Pre-Ordering <td< td=""><td></td><td></td><td></td><td>Pre-Order Response Times (Get CSR)</td><td>REQUEST</td><td>Diagnostic</td><td>N/A</td><td>8012.59</td><td>7,351</td><td>1.09</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td<>				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 November 2016 Pre-Ordering <td></td> <td></td> <td></td> <td>Pre-Order Response Times (Get CSR)</td> <td>RESPONSE</td> <td>Diagnostic</td> <td>N/A</td> <td>6542.40</td> <td>5,640</td> <td>1.16</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>				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 November 2016 Pre-Ordering PO-1-XML Pre-Order Response Times November 2016 Pre-Ordering				Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14554.99	7,351	1.98							
November 2016 Pre-Ordering PO-1-MA GUI Pre-Order Response Times November 2016 Pre-Ordering PO-1-XML Pre-Order Response Times November 2016 Pre-Ordering PO-1-XML Pre-Order Response Times November 2016 Pre-Ordering PO-1-				Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2284.37	1,093	2.09							
November 2016 Pro-Ordering PO-1-IMA GUI Pro-Order Response Times November 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times November 2016 Pre-Ordering PO-1-IMA Pre-Order Response Times November 2016 Pre-Ordering PO-1-IMA Pre-Order Response Times November 2016 Pre-Ordering				Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	603.72	1,161	0.52							
November 2016 Pre-Ordering PO-1-MA GUI Pre-Order Response Times November 2016 Pre-Ordering PO-1-XML	2016 P	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 November 2016 Pre-Ordering <td></td> <td></td> <td></td> <td>Pre-Order Response Times (Service Availability)</td> <td>REQUEST</td> <td>Diagnostic</td> <td>N/A</td> <td>3804.08</td> <td>6,793</td> <td>0.56</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>				Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3804.08	6,793	0.56							
November 2016 Pre-Ordering PO-1-MM GUI Pre-Order Response Times November 2016 Pre-Ordering PO-1-XML				Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7014.70	12,754	0.55							
November 2016 Pre-Ordering PO-1-MIA GUI Pre-Order Response Times November 2016 Pre-Ordering PO-1-XML				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 November 2016 Pre-Ordering PO-1-XML				Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	268.75	1,075	0.25							
November 2016 Pre-Ordering PO-1-MA GUI Pre-Order Response Times November 2016 Pre-Ordering PO-1-XML				Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	731.05	1,860	0.39							
Nevember 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times November 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times November 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times November 2016 Pre-Order Response Times PO-1-XML Pre-Order Response Times November 2016 Pre-Order Response Times PO-1-XML Pre-Order Response Times November 2016 Pre-Order Response Times PO-1-XML Pre-Order Response Times November 2016 Pre-Ordering PO-1-XML Pre-Order Response Times November 2				Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1263.39	980	1.29							
Nevember 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times November 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times November 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times November 2016 Pre-Order Response Times PO-1-IMA Pre-Order Response Times November 2016 Pre-Ordering PO-2A All Electronic LSRs November 2016 Pre-Ordering PO-2A All Flowthough Elig				Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2263.19	1,860	1.22							
November 2016 Pre-Ordering PO-1-MM GUI Pre-Order Response Times November 2016 Pre-Ordering PO-1-XML Pre-Order Response Times November 2016 Pre-Ordering PO-2A All Electronic LSRs November 2016 Pre-Ordering PO-2A All Electronic LSRs November 2016 Pre-Ordering PO-2B All Flow-through Eligible LS				Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2306.04	3,494	0.66							
November 2016 Pre-Ordering PO-1-XML Pne-Order Response Times November 2016 Pre-Ordering PO-1-XML Pre-Order Response Times November 2016 Pre-Ordering PO-1-XML Pne-Order Response Times November 2016 Pre-Ordering PO-1-XML Pne-Order Response Times November 2016 Pre-Ordering PO-1-XML Pne-Order Response Times November 2016 Pre-Ordering PO-1-XML Pre-Order Response Times November 2016 Pre-Ordering PO-2A All Electronic LSRs November 2016 Pre-Ordering PO-2A All Electronic LSRs November 2016 Pre-Ordering PO-2A All Flow-trough Eligible LS November 2016 Pre-Ordering PO-2B All Flow-through Eligible LS November 2016 Pre-Ordering PO-2B All Flow-through Eligible LS </td <td></td> <td></td> <td></td> <td>Pre-Order Response Times(Loop Qual Tools)</td> <td>RESPONSE</td> <td>Diagnostic</td> <td>N/A</td> <td>53203.83</td> <td>2,787</td> <td>19.09</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>				Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53203.83	2,787	19.09							
November 2016 Pre-Ordering PO-1-XML Pre-Order Response Times November 2016 November 2016 Pre-Ordering PO-1-XML Pre-Order Response Times November 2016 November 2016 Pre-Ordering PO-1-XML Pre-Order Response Times November 2016 Pre-Ordering PO-1-XML Pre-Order Response Times November 2016 Pre-Ordering PO-1-XML Pre-Order Response Times November 2016 Pre-Ordering PO-1-XML Pre-Order Response Times November 2016 Pre-Ordering PO-1-XML Pre-Order Response Times November 2016 Pre-Ordering PO-1-XML Pre-Order Response Times November 2016 Pre-Ordering PO-1-XML Pre-Order Response Times November 2016 November 2016 Pre-Ordering PO-1-XML Pre-Order Response Times November 2016 Pre-Ordering PO-2A All Electronic LSRs November 2016 Pre-Ordering PO-2A All Electronic LSRs November 2016 Pre-Ordering PO-2B All Flow-through Eligible LS November 2016 Pre-Ordering PO-2B All Flow-through Eligible LS November 2016 Pre-Ordering PO-2B All Flow-through Eligible LS				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 November 2016 Pre-Ordering PO-2A All Electronic LSRs November 2016 Pre-Ordering PO-2A All Electronic LSRs November 2016 Pre-Ordering PO-2A All Flowthrough Eligible LS November 2016 Pre-Ordering PO-2B All Flowthrough Eligible LS <td></td> <td></td> <td></td> <td>Pre-Order Response Times (Address Validation XML)</td> <td>XML Request/Response</td> <td>Diagnostic</td> <td>N/A</td> <td>8593.70</td> <td>4,523</td> <td>1.90</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>				Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8593.70	4,523	1.90							
November 2016 Pre-Ordering PO-1-XML Pre-Order Response Times November 2016 Pre-Ordering PO-2A All Electronic LSRs November 2016 Pre-Ordering PO-2A All Electronic LSRs November 2016 Pre-Ordering PO-2A All Flowthough Eligible LS November 2016 Pre-Ordering PO-2B All Flowthrough Eligible LS November 2016 Pre-Ordering PO-2B All Flowthrough Eligible LS November 2016 Pre-Ordering PO-2B All Flowthrough Eligible LS Pre-Ordering PO-2B All Flowthrough Eligible LS				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 November 2016 Pre-Ordering PO-2:A All Electronic LSRs November 2016 Pre-Ordering PO-2:A All Electronic LSRs November 2016 Pre-Ordering PO-2:B All Flow-through Eligible LS	2016 P	Pre-Ordering		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 November 2016 Pre-Ordering PO-2A All Electronic LSRs November 2016 Pre-Ordering PO-2A All Electronic LSRs November 2016 Pre-Ordering PO-2A All Flowthrough Eligible LS November 2016 Pre-Ordering PO-2B All Flowthrough Eligible LS November 2016 Pre-Ordering PO-3X Electronic LSRs Rejected November 2DI				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 November 2016 Pre-Ordering PO-1-XML Pre-Order Response Times November 2016 Pre-Ordering PO-1-XML Pre-Order Response Times November 2016 Pre-Ordering PO-2A All Electronic LSRs November 2016 Pre-Ordering PO-2A All Electronic LSRs November 2016 Pre-Ordering PO-2A All Flow-through Eligible LS November 2016 Pre-Ordering PO-2B All Flow-through Eligible LS November 2016 Pre-Ordering PO-2B All Flow-through Eligible LS November 2016 Pre-Ordering PO-2B All Flow-through Eligible LS Pre-Ordering PO-2B All Flow-through Eligible LS				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 November 2016 Pre-Ordering PC-1-XML Pre-Order Response Times November 2016 Pre-Ordering PO-2A All Electronic LSRs November 2016 Pre-Ordering PO-2A All Electronic LSRs November 2016 Pre-Ordering PO-2A All Electronic LSRs November 2016 Pre-Ordering PO-2B All Flow-through Eligible LS November 2016 Pre-Ordering PO-3X Electronic LSRs Rejected M				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 November 2016 Pre-Ordering PO-2A All Electronic LSRs November 2016 Pre-Ordering PO-2A All Electronic LSRs November 2016 Pre-Ordering PO-2A All Electronic LSRs November 2016 Pre-Ordering PO-2B All Flow-through Eligible LS November 2016 Pre-Ordering PO-2B All Flow-through Eligible LS November 2016 Pre-Ordering PO-2B All Flow-through Eligible LS November 2016 Pre-Ordering PO-3X Electronic LSRs Rejected M				Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15917.40	4,780	3.33							
November 2016 Pre-Ordering PO-2A All Electronic LSRs November 2016 Pre-Ordering PO-2A All Electronic LSRs November 2016 Pre-Ordering PO-2A All Electronic LSRs November 2016 Pre-Ordering PO-2B All Flow-through Eligible LS November 2016 Pre-Ordering PO-2B All Flow-through Eligible LS November 2016 Pre-Ordering PO-2B All Flow-through Eligible LS November 2016 Pre-Ordering PO-3X Electronic LSRs Rejected M				Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3775.20	3,146	1.20							
November 2016 Pre-Ordering PO-2A All Electronic LSRs November 2016 Pre-Ordering PO-2A All Electronic LSRs November 2016 Pre-Ordering PO-2B All Flow-through Eligible LS November 2016 Pre-Ordering PO-2B All Flow-through Eligible LS November 2016 Pre-Ordering PO-2B All Flow-through Eligible LS November 2016 Pre-Ordering PO-3X Electronic LSRs Rejected M				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 November 2016 Pre-Ordering PO-2B All Flow-through Eligible LS November 2016 Pre-Ordering PO-2B All Flow-through Eligible LS November 2016 Pre-Ordering PO-2B All Flow-through Eligible LS November 2016 Pre-Ordering PO-3X Electronic LSRs neglected in					LNP	Diagnostic	N/A	2,224	2,786	79.83%							
November 2016 Pre-Ordering PO-2B All Flow-through Eligible LS November 2016 Pre-Ordering PO-2B All Flow-through Eligible LS November 2016 Pre-Ordering PO-2B All Flow-through Eligible LS November 2016 Pre-Ordering PO-3X Electronic LSRs Rejected M					Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	53	92	57.61%							
November 2016 Pre-Ordering PO-2B All Flow-through Eligible LS November 2016 Pre-Ordering PO-2B All Flow-through Eligible LS November 2016 Pre-Ordering PO-3X Electronic LSRs Rejected M	2016 P	Pre-Ordering			Unbundled Loop Aggregate	Diagnostic	N/A	382	505	75.64%							
November 2016 Pre-Ordering PO-2B All Flow-through Eligible LS November 2016 Pre-Ordering PO-3X Electronic LSRs Rejected M				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 LS November 2016 Pre-Ordering PO-3X Electronic LSRs Rejected M	2016 P	Pre-Ordering		All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	53	53	100.00%							
	2016 P	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	382	382	100.00%							
November 2016 Pre-Ordering PO-5A-(a) FOCs on Time for Fully Flo	2016 P	Pre-Ordering		Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	238:11	182	1:19							
	2016 P	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 Ele	2016 P	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	352	352	100.00%							
				FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,998	1,998	100.00%							
				FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	15	15	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard					LEC Standard Deviation 0	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result C	TL-Q Standard Deviation	Modified Z Score	Parity Score
lovember 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 October 2016	Pre-Ordering	PO-9B BI-2	Unbundled Loops Invoices Delivered within 10 Days	Unbundled Loops and Number Portability	Parity	N/A N/A	1,589	46 1,590	50.00% 99.94%	50.00%	4	76	5.26%	22.33%	-10.724782	-7.520204
October 2016 October 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Parity by Design	N/A	1,589	1,590	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 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 MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A		7	28.57%							
October 2016 October 2016	Maintenance and Repair Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Diagnostic	N/A N/A	18	22	81.82% 51.43%	49.98%		18	50.00%	50.00%	-0.098506	-1.059888
October 2016 October 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity Parity	N/A	18	12	51.43%	49.98%	21	18	75.00%	43.30%	0.098506	-0.892194
October 2016 October 2016	Maintenance and Repair Maintenance and Repair	MR-5B MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2 All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A N/A	8	12	100.00%	47.14%	21	28	75.00%	43.30%	0.177325	-0.892194
October 2016 October 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2 All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	0	1	0.00%	0.00%						
October 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2 All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	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	-0.010331
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 MR-7F	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	-	10	0.00%	0.00% 40.00%		30	26.67%	44.22%	-0.412861	-1.251002
October 2016 October 2016	Maintenance and Repair Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity Parity	N/A N/A	2	10	20.00%	40.00%	162	1.160	26.67% 13.97%	44.22% 34.66%	-0.412861 0.116725	-0.929036
October 2016 October 2016	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	32	1.476	25.00%	43.30%	162	2,501	13.97%	13.29%	0.116725	-0.486181
October 2016	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	32	72.444	0.00%	0.37%	45	56.114	0.00%	13.29%	0.043137	-0.400101
October 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	59	0.00%	0.37 /6	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%		4,855	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%	10.1070	1.007202	2.100170
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	Diagnostic	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		
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 OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity Benchmark	N/A 90.00%	24	26	92.31% 98.53%	26.65%	3	4	75.00%	43.30%	-0.744208	-1.452447
October 2016	Ordering and Provisioning	OP-3D OP-3E	Interval Zone 1 Areas	Unbundled Loop Analog			67	68	98.53%							
October 2016 October 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable LIS Trunk	Benchmark	90.00% N/A	7	7	100.00%	0.00%						
	Ordering and Provisioning	OP-3E OP-3E	Interval Zone 2 Areas	LIS Trunk Unbundled Loop - 2 Wire Non-Loaded	Parity		2	2	100.00%	0.00%						
October 2016	Ordering and Provisioning	OP-3E OP-3E	Interval Zone 2 Areas Interval Zone 2 Areas		Benchmark	90.00% N/Δ	2	5	40.00%	48.99%						
Octobor 2010	Ordering and Provisioning Ordering and Provisioning	OP-3E OP-3E	Interval Zone 2 Areas Interval Zone 2 Areas	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity	N/A 90.00%	2	5	40.00%	48.99%						
October 2016	Ordelling and Frovisioning			Enhanced Extended Loops - DS1 Capable	Benchmark Benchmark	6.00	/	/	100.00%							
October 2016	Ordoring and Provincesing							1	5.00							
October 2016 October 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas				44	2	22.00	0.00						
October 2016 October 2016 October 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	44	2	22.00	0.00						
October 2016 October 2016 October 2016 October 2016	Ordering and Provisioning Ordering and Provisioning	OP-4D OP-4D	Interval Zone 1 Areas Interval Zone 1 Areas	LIS Trunk Unbundled Loop - 2 Wire Non-Loaded	Parity Benchmark	N/A 6.00	428	158	2.71	0.00						
October 2016 October 2016 October 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A		-		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-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	-2.11607
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		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		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3022.92	3,732	0.81							
October 2016	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8212.32	3.802	2.16							
October 2016	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11235.24	3.732	3.01							
October 2016	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8516.17	7,813								
October 2016	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640								
October 2016	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	15002.17	7,813								
October 2016	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2258.88	1,086	2.08							
October 2016	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	618.51	1,167								
October 2016	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2877.39	1,167								
October 2016	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability)	REQUEST		N/A	3769.36	6,731								
October 2016 October 2016			Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A N/A	3769.36 6994.08	6,731	0.56							
	Pre-Ordering			TOTAL	Diagnostic	N/A	10763.44	12,952	1.60							
October 2016	Pre-Ordering		Pre-Order Response Times (Service Availability)		Diagnostic											
October 2016	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	250.47	1,089								
October 2016	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	730.36	1,922								
October 2016	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1285.70	989	1.30							
October 2016	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2266.53	1,922								
October 2016	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2251.84	3,632	0.62							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53180.40	2,730								
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								
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	I NP	Diagnostic	N/A	2 395	2.403								
October 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	40	40								
October 2016	Pre-Ordering	PO-2B				N/A	600	602								
October 2016	Pre-Ordering Pre-Ordering	PO-2B PO-3C	All Flow-through Eligible LSRs LSRs received via facsimile	Unbundled Loop Aggregate Product Aggregate	Diagnostic Diagnostic	N/A	5:30		1:50							
October 2016 October 2016	Pre-Ordering Pre-Ordering	PO-3C PO-3X	LSRs received via facsimile Electronic LSRs Rejected Manually			N/A N/A	5:30 250:49	151								
				Product Aggregate	Diagnostic			151								
October 2016	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	39	39 577								
October 2016	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	577	011	100.0070							
October 2016	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,215	2,215								
October 2016	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark				100.0070							
October 2016	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	227									
October 2016	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	440	440								
October 2016	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	4	4	10010070							
October 2016	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	49	49								
October 2016	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	19	48	0.010010	48.90%	5	98	5.10%	22.00%	-8.894886	-6.407706
September 2016		BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,612	1,615								
	9	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,314,952	1,314,996								
September 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	21,340	21,340	100.00%							
September 2016		BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	3,382	3,385		2.98%	64,408	65,283	98.66%	11.50%	-6.174842	-4.75403
September 2016	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	21,340	21,340								
September 2016	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	2	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%							
		GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520								
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								
p		GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	10010070							
		GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21.960	21,960								
September 2016	Electronic Gateway Availability	GA-4	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	21,900	21,900	100.00%							
	Maintenance and Renair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	0	40.00%	48 99%	-	13	38.46%	48 65%	-0.060093	-1 036534
p		MR-5A MR-5A				N/A N/A	2	5	40.00%	48.99%	5	13	38.46%	48.65%	-0.060093	-1.036534
	Maintenance and Repair	MK-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity		1	1		0.00%						
	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	10	12								

Month	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator	CLEC Denominator		EC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
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	0010010	46.23%	8	16	50.00%	50.00%	-1.296705	-1.7883
	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	5	0010070	40.00%	14	23	60.87%	48.80%	-0.794396	-1.4829
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		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		48.10%	-1.023533	-1.62226
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	-1.25072
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	-1.3537
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		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		
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	169:05	42		3:51	83:26	14			-1.262701	-1.7676
September 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	345:28	52		5:02	146392:39	3,179		153:20	-1.838218	-2.1175
September 2016		MR-6F	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Canable	Parity	N/A	34:34	J2	6:55	9:45	85:56	3,178	4:06		0.896473	-0.4549
September 2016		MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1:38	3	1:38	0:00	00.00	21	4.00	3.00	0.030473	-0.4048
	Maintenance and Repair	MR-6F	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded		N/A	2:27		2:27	0.00						
					Parity			1		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	-1.4449
	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	79:01	8	0.00	8:07	31211:48	729			-2.300119	-2.39837
September 2016		MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	5		0.00%	5	17	29.41%	45.56%	-1.268798	-1.7713
	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	-1.9231
	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	8	52		36.08%	413	3,480		32.34%	0.597587	-0.6366
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		37.90%	-0.405979	-1.2468
September 2016		MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A		1	0.00%	0.00%	,	23	17.0076	57.5076	0.400078	1.2-400
September 2016 September 2016		MR-7E	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2		Parity	N/A	0	1	0.00%	0.00%						
		MR-7E MR-7E		Unbundled Loop - 2 Wire Non-Loaded		N/A N/A		1		0.00%		23	17.39%	37.90%	-0.622389	-1.3783
	Maintenance and Repair		Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity		0	2			4					
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		33.38%	-0.023114	-1.0140
September 2016	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	10	1,522	0.0070	8.08%	36	2,529	1.42%	11.85%	-1.994459	-2.2125
September 2016	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	72,722	0.00%	0.37%	1	58,274		0.41%	-0.14803	-1.0899
September 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	62	0.00%		3,532	336,819	1.05%	10.19%	-0.810507	-1.4927
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	-2.0083
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	1.2381
September 2016		MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	17	15.350		3.33%	1	999	0.10%	3.16%	0.103134	-0.9372
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	44	4,965		9.37%	38	2.564		12.08%	-2.027686	-2.2327
September 2016		MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	23		0.0170	40	2,869		11.73%	-0.567994	-1.3453
September 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	60	24,973		4.90%	4,255	499,173	0.85%	9.19%	-10.268987	-7.24310
			Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl								4,255	499,173	0.85%	9.19%	-10.268987	
September 2016	Network Performance	NI-1A		LIS Trunk	Parity	N/A	9	34,560		0.13%						-2.9233
September 2016		NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	13,039		0.03%						-2.9890
September 2016		NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	14	34,776								
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	-2.210
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 6445
September 2016	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	90.00%	1	1	100.00%							
September 2016		OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A				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%	3	3	100.00%	0.0076	2		100.0076	0.0076		
							2									
September 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	181	190	0.018010							
September 2016		OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	38	43		32.06%	1	1	100.00%	0.00%	-1.207414	-1.7340
September 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	18	24								
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		0.00%	1	3	33.33%	47.14%	-2.088932	-2.269
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		8.00	0.00	22	1	22.00	0.00		
	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	6	2		3.00	22		22.00	0.00		
September 2016 September 2016	Ordering and Provisioning Ordering and Provisioning	OP-4D OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	342	122								
		OP-4D OP-4D				5.50										
September 2016	Ordering and Provisioning		Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark		220	35	0.00							
September 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	134	25								
	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	47	5								
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							
	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	-1.4643
September 2016		OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%	0.00%	4	4		0.00%		
		OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	3	100.00%	0.00%	5		100.00%	0.00%		
September 2016			New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	225	231		15.91%	5		100.00%	0.00%	-1.16603	-1.7088
September 2016 September 2016	Ordering and Provisioning			Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	N/A N/A	225	231		15.91% 36.37%	5	5	100.00%	0.00%	-1.16603 -0.057635	
September 2016 September 2016 September 2016	Ordering and Provisioning Ordering and Provisioning	OP-5A		Unbundled Loop - D51 Capable							4	4				-1.0350
September 2016 September 2016 September 2016 September 2016	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning	OP-5A	New Service Installation Quality	Distance Mark Lance Associa		N/A	25	25		0.00%	2,353	2,515	93.56%	24.55%	-1.305475	-1.7936
September 2016 September 2016 September 2016 September 2016 September 2016	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning	OP-5A OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity											
eptember 2016 eptember 2016 eptember 2016 eptember 2016 eptember 2016 eptember 2016	Ordering and Provisioning	OP-5A OP-5A OP-8C	New Service Installation Quality Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	3,611	3,611	100.00%							
September 2016 September 2016 September 2016 September 2016 September 2016 September 2016 September 2016	Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation)	LNP REQUEST	Benchmark Diagnostic	N/A	6662.98	19,597	0.34							
September 2016 September 2016 September 2016 September 2016 September 2016 September 2016 September 2016	Ordering and Provisioning	OP-5A OP-5A OP-8C	New Service Installation Quality Number Portability Timeliness without Loop Coord	LNP	Benchmark											
September 2016 September 2016 September 2016 September 2016 September 2016 September 2016 September 2016 September 2016 September 2016	Ordering and Provisioning Pre-Ordering Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation)	LNP REQUEST	Benchmark Diagnostic	N/A	6662.98	19,597	0.34 1.21							
September 2016 September 2016 September 2016 September 2016 September 2016 September 2016 September 2016 September 2016 September 2016 September 2016	Ordering and Provisioning Pre-Ordering Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI PO-1-IMA GUI	New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	LNP REQUEST RESPONSE	Benchmark Diagnostic Diagnostic Diagnostic	N/A N/A	6662.98 15762.67	19,597 13,027	0.34 1.21 1.14							
September 2016 September 2016 September 2016	Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	OP-5A OP-6A OP-8C PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	LNP REQUEST RESPONSE TOTAL	Benchmark Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A	6662.98 15762.67 22425.65	19,597 13,027 19,597	0.34 1.21 1.14 0.75							
September 2016 September 2016 September 2016 September 2016 September 2016 September 2016 September 2016 September 2016 September 2016 September 2016	Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation)	LNP REQUEST RESPONSE TOTAL REQUEST	Benchmark Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A	6662.98 15762.67 22425.65 3261.00	19,597 13,027 19,597 4,348	0.34 1.21 1.14 0.75 0.87							

Month	PID Category	PID	PID Title	Product Category	Standard					EC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Scor
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2126.13	1,815	1.17							
eptember 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3350.85	3,765	0.89							
eptember 2016			Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7659.08	3,718	2.06							
eptember 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11009.93	3,765	2.92							
eptember 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8026.79	7,793	1.03							
eptember 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6894.81	5,893	1.17							
eptember 2016		PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14921.60	7,793	1.91							
eptember 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		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 (14 Trade Value)	REQUEST	Diagnostic	N/A	2578.01	3,631	0.71							
September 2016	Pre-Ordering 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		PO-1-IMA GUI		TOTAL		N/A	56315.32	3 631	15.11							
			Pre-Order Response Times(Loop Qual Tools)		Diagnostic			.,								_
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		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		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		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	I NP	Diagnostic	N/A	2.571	2.584	99.50%							
September 2016	Pre-Ordering Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	42	42	100.00%							-
							42									_
September 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A		410	100.00%							
September 2016		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		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	6 -5.1763
August 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1 691	1 694	99.82%	40.0170			7.70%	20.7070	0.000000	0.1700
August 2016 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%							-
	Billing	BI-3B				N/A	1,339,171	1,341,910	100.00%							
August 2016			Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic		,=	,=								
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	6 -4.5779
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 August 2016	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	22,000	22,000	100.0076							_
August 2016 August 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A		10	70.00%	45.83%		11	72.73%	44.54%	-0.338972	2 -1.206
August 2016 August 2016		MR-5A		UNBUNDLED LOOP - ADSL COMPATIBLE	Panty Diagnostic	N/A N/A	- /	10	70.00% 60.00%	45.83%	8	11	12.73%	44.54%	-0.338972	-1.20
	Maintenance and Repair	MR-5A MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1			N/A N/A	3	-								-
August 2016	Maintenance and Repair		All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic		14	21	66.67%							
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			0.274423	
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	B -0.374
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	-1.035
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	4 -0.969
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	B -1.650
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	5 -1.309
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			
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			
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			_
August 2016 August 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	147:29	27	3:59	5:32	29:07		3:14			4 -0.952
August 2016 August 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity	N/A N/A	601:33	61	9:52	9:32	29:07 114773:54	3 201				
	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 1		Parity	N/A	33:12	5	6:38	9:28	73:10	3,201			0.000000	
August 2016				Enhanced Extended Loops - DS1 Capable				5			/3:10	12	6:06	5:18	0.181468	-0.889
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			01.10.1000	
	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	1 -2.255
rugust 2016 rugust 2016	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	SUB-LOOP UNBUNDLING	Parity	N/A			0.00%	0.00%		2	0.00%	0.00%		

Month August 2016	PID Category Maintenance and Repair	PID MR-7D	PID Title Repair Repeat Report Rate-Zone 1	Product Category Enhanced Extended Loops - DS1 Capable	Standard	Benchmark N/A	CLEC Numerator	CLEC Denominator	CLEC Result CL 20.00%	EC Standard Deviation 40 00%	C1L-Q Numerator	CTL-Q Denominator	CTL-Q Result 0	CTL-Q Standard Deviation 26.65%	Modified Z Score 0.258319	Parity Score -0.84295
ugust 2016 ugust 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	5	0.00%	0.00%	1	13	0.00%	0.00%	0.236319	-0.04293
	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	-2.02782
ugust 2016 ugust 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	-0.85484
ugust 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	2	61	4.92%	21.62%	383	3,538	10.83%	31.07%	-1.472313	-1.89510
ugust 2016 ugust 2016	Maintenance and Repair	MR-7F	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Canable	Parity	N/A	0	5	0.00%	0.00%	303	3,336	6.67%	24.94%	-0.517549	-1.09510
ugust 2016 ugust 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	5	0.00%	0.00%	- '	15	0.07%	24.9476	-0.517549	-1.31404
ugust 2016 ugust 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%						
ugust 2016 ugust 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	15	6.67%	24.94%	-0.553283	-1.33637
ugust 2016 ugust 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	6	0.00%	0.00%	103	919	11.21%	31.55%	-0.553263	-1.33037
ugust 2016	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	15	1.568	0.00%	9.73%	26	2.550	1.02%	10.05%	-0.195334	-1.46167
lugust 2016	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	73,274	0.00%	9.73%	20	58 298	0.01%	0.72%	-1.292603	-1.78584
August 2016 August 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	13,214	0.00%		3,706	340,742	1.09%	10.37%	-0.832233	-1.70504
August 2016	Maintenance and Repair	MR ₄ 8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	1	209	0.48%	6.90%	28	2 897	0.97%	9.78%	-0.696488	-1.42343
August 2016 August 2016	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	6	2.471	0.46%	4.92%	40	1.006	0.10%	3.15%	1.216849	-0.26020
August 2016 August 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	23	15.572	0.24%	3.84%	4	1,007	0.10%	3.15%	0.472551	-0.71270
August 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wile Not - Educated Unbundled Loop - DS1 Capable	Parity	N/A	43	5.024	0.86%	9.21%	27	2.583	1.05%	10.17%	-0.769188	-1.46763
August 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	45	3,024	0.00%	0.2170	28	2,893	0.97%	9.79%	-0.482312	-1.29322
August 2016 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%	9.75%	-10.347957	-7.29111
	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%	4,457	304,679	0.00%	9.30%	-10.347937	-2.94295
August 2016 August 2016	Network Performance	NI-1B	Trunk Blockage to CTL-Q Tarloom Oic wi TGSR excl	LIS Trunk	Parity	N/A	0	13.063	0.02%	0.18%						-2.99184
August 2016 August 2016	Network Performance	NI-1B NI-1C	Trunk Blockage to CTL-Q End Ofc WI TGSR exci Trunk Blockage to CTL-Q Tandem Ofc W/o TGSR exci	LIS Trunk		N/A	- 0	34,608	0.00%	0.02%						-2.99184
August 2016 August 2016	Network Performance	NI-1C NI-1D	Trunk Blockage to CTL-Q Tandem Ofc W/o TGSR excl	LIS Trunk	Diagnostic Diagnostic	N/A N/A	7	13.063	0.02%							
9	Ordering and Provisioning	OP-15A				N/A	82	13,063	27.33							
August 2016		OP-15A OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A N/A	968	10	27.33 96.80	73.84						
August 2016	Ordering and Provisioning	OP-15A OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	968	10	96.80		70.130	452	155.15	211.91	-2.773758	-2.68632
August 2016	Ordering and Provisioning		Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity			17		5.15	/0,130	452	155.15	211.91	-2.773758	-2.686325
August 2016	Ordering and Provisioning	OP-15B-RD OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	10	10	100.00%	0.00%	171			48.50%	-1.193726	
August 2016	Ordering and Provisioning		Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	4		23.53%	42.42%		452	37.83%			-1.72573
August 2016	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	14071	1	1	100.00%	0.00%	1,333	1,336	99.78%	4.73%	-0.047422	-1.02883
August 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%				4			
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	-1.80129
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	-1.17147
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	-1.61807
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	-1.89530
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	-1.97794
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		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3232.46	4.198	0.77							
		PO-1-IMA GUI														
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 August 2016	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic Diagnostic	N/A	3698.18 747.18	1,779	0.42							
August 2016 August 2016 August 2016	Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	REQUEST RESPONSE	Diagnostic Diagnostic Diagnostic	N/A N/A	3698.18 747.18 1251.60	1,779 1,192	0.42 1.05							
August 2016 August 2016 August 2016 August 2016	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	REQUEST RESPONSE TOTAL	Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A	3698.18 747.18 1251.60 1998.78	1,779 1,192 1,779	0.42 1.05 1.12							
August 2016 August 2016 August 2016 August 2016 August 2016	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check)	REQUEST RESPONSE TOTAL REQUEST	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A	3698.18 747.18 1251.60 1998.78 3310.75	1,779 1,192 1,779 3,895	0.42 1.05 1.12 0.85							
August 2016 August 2016 August 2016 August 2016 August 2016 August 2016	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	REQUEST RESPONSE TOTAL REQUEST RESPONSE	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A	3698.18 747.18 1251.60 1998.78 3310.75 8013.78	1,779 1,192 1,779 3,895 3,798	0.42 1.05 1.12 0.85 2.11							
August 2016 August 2016 August 2016 August 2016 August 2016 August 2016 August 2016 August 2016	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A N/A	3698.18 747.18 1251.60 1998.78 3310.75 8013.78 11324.53	1,779 1,192 1,779 3,895 3,798 3,895	0.42 1.05 1.12 0.85 2.11 2.91							
August 2016 August 2016 August 2016 August 2016 August 2016 August 2016 August 2016 August 2016 August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check)	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE	Diagnostic	N/A N/A N/A N/A N/A N/A N/A	3698.18 747.18 1251.60 1998.78 3310.75 8013.78 11324.53 8153.25	1,779 1,192 1,779 3,895 3,798 3,895 7,765	0.42 1.05 1.12 0.85 2.11 2.91 1.05							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR)	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE	Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A	3698.18 747.18 1251.60 1998.78 3310.75 8013.78 11324.53 8153.25 6722.20	1,779 1,192 1,779 3,895 3,798 3,895 7,765 5,795	0.42 1.05 1.12 0.85 2.11 2.91 1.05							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR)	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL	Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	3698.18 747.18 1251.60 1998.78 3310.75 8013.78 11324.53 8153.25 6722.20 14875.45	1,779 1,192 1,779 3,895 3,798 3,895 7,765 5,795	0.42 1.05 1.12 0.85 2.11 2.91 1.05 1.16							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR)	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE	Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	3698.18 747.18 1251.60 1998.78 3310.75 8013.78 11324.53 8153.25 6722.20 14875.45 2308.68	1,779 1,192 1,779 3,895 3,798 3,895 7,765 5,795 1,089	0.42 1.05 1.12 0.85 2.11 2.91 1.05 1.16 1.92 2.12							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Med Point Inquiry)	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE	Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	3698.18 747.18 1251.60 1998.78 3310.75 8013.78 11324.53 8153.25 6722.20 14875.45 2308.68 669.20	1,779 1,192 1,779 3,895 3,798 3,895 7,765 5,796 7,765 1,089	0.42 1.05 1.12 0.85 2.11 2.91 1.05 1.16 1.92 2.12							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Med Point Inquiry)	REQUEST RESPONSE TOTAL REQUEST RESPONSE	Diagnostic	N/A	3698.18 747.18 1251.60 1998.78 3310.75 8013.78 11324.53 8153.25 6722.20 14875.45 2308.68 669.20	1,779 1,192 1,779 3,895 3,798 3,895 7,765 5,795 1,089 1,195	0.42 1.05 1.12 0.85 2.11 2.91 1.05 1.16 1.92 2.12 0.56 2.73							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry)	REQUEST RESPONSE TOTAL REQUEST RESPONSE	Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	3698.18 747.18 1251.60 1998.78 3310.75 8013.78 11324.53 8153.25 6722.20 14875.45 2308.68 669.20 2977.88	1,779 1,192 1,779 3,895 3,798 3,895 7,765 5,795 7,765 1,089 1,195 1,096	0.42 1.05 1.12 0.85 2.11 2.91 1.05 1.16 1.92 2.12 0.56 2.73							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Med Neather) Pre-Order Response Times (Med Neather) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	REQUEST RESPONSE TOTAL REQUEST RESPONSE	Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	3698.18 747.18 1251.80 1998.78 3310.75 8013.78 11324.53 8152.25 6722.20 14875.45 2907.88 669.20 2977.88 3713.80 7574.22	1,779 1,192 1,779 3,895 3,798 3,895 7,765 1,089 1,195 1,089 6,762	0.42 1.05 1.12 0.85 2.11 2.91 1.05 1.16 1.92 2.12 0.56 2.73 0.55							
ugust 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry)	REQUEST RESPONSE TOTAL REQUEST RESPONSE	Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	3698.18 747.18 1251.60 1998.78 3310.75 6113.78 11324.53 8153.25 6722.20 14875.45 2306.68 660.20 2377.88 3713.60 7574.22	1,779 1,192 1,779 3,895 3,798 3,895 7,765 5,795 7,765 1,089 1,195 1,096	0.42 1.05 1.12 0.85 2.11 2.91 1.05 1.16 1.92 2.12 0.56 2.73 0.55 0.58							
urgust 2016	Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Med Neather) Pre-Order Response Times (Med Neather) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	REQUEST RESPONSE TOTAL REQUEST RESPONSE	Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	3698.18 747.18 1251.80 1998.78 3310.75 8013.78 11324.53 8152.25 6722.20 14875.45 2907.88 669.20 2977.88 3713.80 7574.22	1,779 1,192 1,779 3,895 3,798 3,895 7,765 1,089 1,195 1,089 6,762	0.42 1.05 1.12 0.85 2.11 2.91 1.05 1.16 1.92 2.12 0.56 2.73 0.55							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Servica Availability)	REQUEST RESPONSE TOTAL REQUEST RESPONSE	Diagnostic	N/A	3698.18 747.18 1251.60 1998.78 3310.75 6113.78 11324.53 8153.25 6722.20 14875.45 2306.68 660.20 2377.88 3713.60 7574.22	1,779 1,192 1,779 3,895 3,798 3,895 7,765 5,795 1,089 1,195 1,089 6,782 13,059 6,782	0.42 1.05 1.12 0.85 2.11 2.91 1.05 1.16 1.92 2.12 0.56 2.73 0.55 0.58							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Service Availability)	REQUEST RESPONSE TOTAL ACCEPT	Diagnostic	N/A	3688.18 747.18 1251.60 1998.78 3310.75 8013.78 8113.78 11324.83 672.20 2077.88 8713.80 777.82 11267.82 1127.82 11287.82 285.76	1,779 1,192 1,779 3,895 3,798 3,895 7,765 7,765 1,089 1,195 1,089 6,782 1,059 6,782	0.42 1.05 1.12 0.85 2.11 1.05 1.16 1.92 2.12 0.56 2.73 0.55 0.58							
August 2016 August 2016 August 2016 August 2016 August 2016 August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Time Service)	REQUEST RESPONSE TOTAL ACCEPT REQUEST	Diagnostic	N/A	3698.18 747.18 1251.60 1998.78 3310.75 8013.78 11324.53 8153.25 6722.20 1487.64 669.20 2977.88 3713.60 757.42 11287.82	1,779 1,192 1,779 3,885 3,788 3,885 7,785 5,795 1,195 1,195 1,099 6,782 1,099 6,782 1,099	0.42 1.05 1.12 0.85 2.11 1.06 1.06 1.16 1.92 2.12 2.12 0.56 2.73 0.55 0.58 1.67 0.24							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Tin Reservation) Pre-Order Response Times (Tin Reservation) Pre-Order Response Times (Tin Reservation)	REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE	Diagnostic	N/A	3698.18 747.18 1251.60 1998.78 3310.75 8013.78 11324.53 8153.25 6722.20 14477.45 2006.68 669.20 2977.88 3713.60 7574.22 112878.22 263.76	1,779 1,192 1,779 3,885 3,788 3,885 7,765 7,765 1,089 1,195 1,069 6,782 1,069 6,782 1,099 1,961	0.42 1.05 1.12 0.86 2.11 1.05 1.16 1.92 2.12 0.56 2.73 0.55 0.58 0.58 0.41							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Time Reservation)	REQUEST RESPONSE TOTAL ACCEPT RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT RESPONSE	Diagnostic	N/A	3698.18 747.18 1251.60 1998.78 3310.75 8013.78 11324.53 8153.25 6722.20 1487.64 2308.68 3713.60 3713.60 812.21 11287.82 263.76 812.21	1,779 1,192 1,779 3,895 3,798 3,895 7,765 7,765 1,089 1,195 1,089 6,782 1,069 1,195 1,099 1,195 1,099 1,195 1,099 1,195 1,099 1,195 1,099 1,195 1,099 1,195 1,099 1,195 1,099 1,195 1,099 1,195	0.42 1.05 1.12 0.85 2.11 1.05 1.16 1.92 2.12 0.56 2.73 0.55 0.58 1.67 0.24							
Luguist 2016 Lugui	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Times (Times Response Times (Pervice Availability) Pre-Order Response Times (Times (Times Response Times (Pervice Availability) Pre-Order Response Times (Times (Times Response Times (Times Response Times (Pervice Availability) Pre-Order Response Times (Times (Times Response Times Times Response Times (Times Response Times Times Response	REQUEST RESPONSE TOTAL ACCEPT RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE	Diagnostic	N/A	3698.18 747.18 1251.60 1998.78 3310.75 8013.78 11324.53 8153.25 6722.20 14875.45 2206.68 669.20 2477.88 3713.60 7574.22 11287.82 263.76 612.21 1265.82 2241.89	1,779 1,192 1,779 3,885 3,788 3,885 7,765 5,785 7,765 1,089 1,195 1,059 6,752 1,059 9,785 1,069 1,981 1,981	0.42 1.05 1.12 0.85 2.11 2.91 1.06 1.16 1.92 2.12 0.56 2.73 0.55 0.58 1.67 0.24 1.12 1.28 1.18							

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-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