

CenturyLink
220 N 5th Street
Bismarck, North Dakota 58501
701 222 7051
701 222 6976 fax

Kent Blickensderfer
State Legislative Affairs Director



January 27, 2016

Mr. Darrell Nitschke
Executive Secretary
North Dakota Public Service Commission
600 East Boulevard Avenue, 12th Floor
Bismarck, ND 58505-0480

**Re: In the Matter of Qwest Corporation dba CenturyLink QC's PIDs and PAP Revision
Case No. PU-15-3**

Dear Mr. Nitschke:

Enclosed for filing are the following regarding the modified North Dakota Performance Assurance Plan:

1. Performance Results Report for the months of December 2014 through December 2015; and
2. Payment Report for the month of November 2015.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Blickensderfer".

Kent Blickensderfer
State Legislative Affairs Director

KB/bardm

Enclosures

CERTIFICATE OF SERVICE

I hereby certify that on this 27th day of January, 2016, the original the foregoing Performance Results Report for the months of December 2014 through December 2015 and the Payment Report for the month of November 2015 were served upon the following party:

Mr. Darrell Nitschke
Executive Secretary
North Dakota Public Service Commission
600 East Boulevard Avenue, 12th Floor
Bismarck, ND 58505-0480

and copies sent electronically, addressed to the following:

Kent P. Blickensderfer
State Legislative Affairs Director
CenturyLink
220 North 5th Street
Bismarck, ND 58501

A handwritten signature in black ink that reads "Dianne Barthel". The signature is written in a cursive style and is positioned above a horizontal line.

Dianne Barthel

NORTH DAKOTA PAP SUMMARY - NOVEMBER 2015

State	Reporting Period	PID	PID Description	Product	Current Month Payment	Incremental Rerun Payment	Interest	Total Monthly Payment
ND		NO DATA			-	-	-	-



Qwest Corporation (Qwest or CTL-Q) Performance Results

North Dakota December 2014 - December 2015

Statistical parameters used to calculate whether PAP standards have been met or missed, and any applicable PAP payments, are sometimes required to be different than those used to calculate performance in this report. See the Reading Reports link on CenturyLink's Wholesale Website for details.

January 9, 2016

CenturyLink QC Performance Results – Current 271 PID

Dec 2015 PAP Aggregate Performance Report ND.xls

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
December 2015	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	168	170	98.82%							
December 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	186,188	186,188	100.00%							
December 2015	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	841	841	100.00%							
December 2015	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	356	356	100.00%	0.00%	4,344	4,369	99.43%	7.54%	-1.376386	-1.836783
December 2015	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	841	841	100.00%							
December 2015	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,250,795	3,117,693	1.04							
December 2015	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1281.51	4,516	0.28							
December 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
December 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
December 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
December 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
December 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
December 2015	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	22,860	22,860	100.00%							
December 2015	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
December 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	0	2	0.00%	0.00%		
December 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	0	1	0.00%							
December 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	2	50.00%							
December 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	5	60.00%	48.99%	0	2	0.00%	0.00%		
December 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	12.49	1	12.49	0.00	21.11	2	10.35	9.15	-0.693493	-1.421614
December 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	8.45	1	8.45	0.00						
December 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	8.17	2	4.09	2.39						
December 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	28.46	5	5.45	4.53	21.11	2	10.35	9.15	-0.625092	-1.380029
December 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	288.02	34	8.28	9.37	15566.34	270	57.39	86.35	-3.121217	-2.897565
December 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	74	1.35%	11.55%	2	214	0.93%	9.62%	-0.230686	-1.140247
December 2015	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	11,492	0.00%		0	13,176	0.00%			
December 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	65	0.00%		223	19,369	1.15%	10.67%	-0.868646	-1.528099
December 2015	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	11	0.00%		2	215	0.93%	9.60%	-0.313463	-1.190572
December 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	851	0.12%	3.43%	0	63	0.00%		-1.483824	-1.902101
December 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	323	0.62%	7.84%	0	63	0.00%			-0.523994	-1.318566
December 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	5	878	0.57%	7.52%	2	221	0.90%	9.47%	-0.470754	-1.266198
December 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	34	5,762	0.59%	7.66%	293	31,185	0.94%	9.65%	-2.526288	-2.535874
December 2015	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	1,392	0.00%	0.01%						-2.99431
December 2015	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	888	0.00%	0.00%						-3
December 2015	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,392	0.00%							
December 2015	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	888	0.00%							
December 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	77	1	77.00	0.00	7,607	40	190.18	234.93	-0.475823	-1.28928
December 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	1	1	100.00%	0.00%	8	40	20.00%	40.00%	3.719016	1.261001
December 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	5	5	100.00%							
December 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	1	9	11.11%							
December 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
December 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	8	8	100.00%							
December 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	9	3	3.00							
December 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	24	8	3.00							
December 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	39	8	4.88							
December 2015	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	198	198	100.00%							
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6495.02	19,103	0.34							
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15571.20	12,976	1.20							
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22066.22	19,103	1.16							
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3034.80	4,215	0.72							
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3462.92	4,215	0.82							
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	701.51	1,711	0.41							
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1367.30	1,210	1.13							
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2068.81	1,711	1.21							
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3229.53	3,891	0.83							
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7566.36	3,709	2.04							
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10795.89	3,891	2.77							
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8081.85	7,697	1.05							
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6893.64	5,892	1.17							
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14975.49	7,697	1.95							
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2301.60	1,096	2.10							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	Modified Z Score	Parity Score
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	663.16	1,124	0.59							
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2964.76	1,096	2.71							
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3675.10	6,682	0.55							
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7465.18	12,871	0.58							
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11140.28	6,682	1.67							
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	222.18	1,058	0.21							
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	795.48	1,894	0.42							
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1214.12	956	1.27							
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2231.78	1,894	1.18							
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2263.93	3,379	0.67							
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	49147.09	2,599	18.91							
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	51411.02	3,379	15.21							
December 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8857.49	4,451	1.99							
December 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7576.27	4,483	1.69							
December 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67834.80	6,852	9.90							
December 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26211.68	6,182	4.24							
December 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	45113.46	3,227	13.98							
December 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3858.20	764	5.05							
December 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15150.72	4,856	3.12							
December 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3411.52	3,046	1.12							
December 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5611.98	1,546	3.63							
December 2015	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	193	239	80.75%							
December 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	4	10	40.00%							
December 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	139	231	60.17%							
December 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	193	193	100.00%							
December 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	4	4	100.00%							
December 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	139	139	100.00%							
December 2015	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	93.06	3	31.02							
December 2015	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	57.26	19	3.01							
December 2015	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	4	4	100.00%							
December 2015	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	141	141	100.00%							
December 2015	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	176	176	100.00%							
December 2015	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1	1	100.00%							
December 2015	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	95	95	100.00%							
December 2015	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	40	41	97.56%							
December 2015	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
December 2015	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	0	8	0.00%	0.00%	0	16	0.00%	0.00%		
November 2015	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	125	125	100.00%							
November 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	186,686	186,686	100.00%							
November 2015	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	954	954	100.00%							
November 2015	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	343	343	100.00%	0.00%	5,181	5,207	99.50%	7.05%	-1.270791	-1.772586
November 2015	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	954	954	100.00%							
November 2015	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,666,637	3,533,912	1.04							
November 2015	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	975.77	5,119	0.19							
November 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	28,980	28,980	100.00%							
November 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	28,980	28,980	100.00%							
November 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	28,980	28,980	100.00%							
November 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,460	41,460	100.00%							
November 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,380	40,380	100.00%							
November 2015	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,060	21,060	100.00%							
November 2015	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
November 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	4	4	100.00%	0.00%		
November 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	4	7	57.14%							
November 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	2	50.00%							
November 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	2	50.00%	50.00%	4	4	100.00%	0.00%	0.430727	-0.738136
November 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/ 24 hours	Business	Parity	N/A	1	1	100.00%	0.00%	25	58	43.10%	49.52%	-1.139134	-1.692545
November 2015	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	21:39	1	21:39	0.00	4083.38	49	83.20	94.10	-0.648542	-1.394285
November 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2:34	2	1:17	0.34	5:26	3	1:49	0.50	-0.693739	-1.421764
November 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	45:16	7	6:28	6.04						
November 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	7:30	2	3:45	1:35						

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	Modified Z Score	Parity Score
November 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	9:21	2	4:40	2.21	5:26	3	1:49	0.50	1.405072	-0.145777
November 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	679:53	37	18:23	36.58	32735:34	357	91:42	155.09	-2.736194	-2.663488
November 2015	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	4	52	7.69%	26.65%	-0.285939	-1.173838
November 2015	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%	1	4	25.00%	43.30%	-0.666667	-1.405305
November 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	7	0.00%	0.00%						
November 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	2	50.00%	50.00%						
November 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%	1	4	25.00%	43.30%	-0.666667	-1.405305
November 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	5	37	13.51%	34.19%	40	384	10.42%	30.55%	0.358374	-0.782124
November 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	75	2.67%	16.11%	4	213	1.88%	13.57%	0.020452	-0.987566
November 2015	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	11,492	0.00%	0.00%	0	13,176	0.00%			
November 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	66	1.52%	12.22%	318	19,688	1.62%	12.61%	-0.064367	-1.039133
November 2015	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	11	0.00%	0.00%	4	214	1.87%	13.54%	-0.446408	-1.271397
November 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	7	908	0.77%	8.75%	0	63	0.00%		-0.316863	-1.192639
November 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	324	0.62%	7.83%	0	63	0.00%		-0.52603	-1.319804
November 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	2	895	0.22%	4.72%	4	220	1.82%	13.36%	-1.586117	-1.964291
November 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	37	5,885	0.63%	7.90%	384	31,618	1.21%	10.95%	-3.767018	-3.290184
November 2015	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	36	52	69.23%	46.15%	-0.660347	-1.401463
November 2015	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	1,392	0.00%	0.00%						-3
November 2015	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	888	0.00%	0.00%						-3
November 2015	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,392	0.00%							
November 2015	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	888	0.00%							
November 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	148	3	49.33	44.38	16,216	43	377.12	585.41	-0.937655	-1.570054
November 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	3	3	100.00%	0.00%	13	43	30.23%	45.93%	3.719016	1.261001
November 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	2	2	100.00%	0.00%		
November 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	8	8	100.00%							
November 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	2	2	100.00%							
November 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	5	5	100.00%	0.00%						
November 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	17	17	100.00%							
November 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	21	7	3.00							
November 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	6	2	3.00							
November 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	11	3	3.67							
November 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	75	15	5.00							
November 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	2	2	100.00%	0.00%		
November 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	8	8	100.00%	0.00%						
November 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	2	100.00%	0.00%						
November 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	5	5	100.00%	0.00%						
November 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	17	17	100.00%	0.00%	158	166	95.18%	21.42%	-0.883628	-1.537208
November 2015	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	349	349	100.00%							
November 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6368.64	19,902	0.32							
November 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15829.38	13,302	1.19							
November 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22198.02	19,902	1.12							
November 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	2934.40	4,192	0.70							
November 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3409.96	4,192	0.81							
November 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	713.60	1,784	0.40							
November 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1284.02	1,178	1.09							
November 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1997.62	1,784	1.12							
November 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3014.01	3,721	0.81							
November 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7963.20	3,792	2.10							
November 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10977.21	3,721	2.95							
November 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8260.02	7,578	1.09							
November 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6180.16	5,518	1.12							
November 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14440.18	7,578	1.91							
November 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2507.92	1,081	2.32							
November 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	621.04	1,109	0.56							
November 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3128.96	1,081	2.89							
November 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3952.12	6,814	0.58							
November 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8112.00	13,520	0.60							
November 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12064.12	6,814	1.77							
November 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	204.20	1,021	0.20							
November 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	781.05	1,905	0.41							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	Modified Z Score	Parity Score
November 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1186.36	892	1.33							
November 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2171.61	1,905	1.14							
November 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2433.88	3,428	0.71							
November 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	49592.32	2,672	18.56							
November 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	52026.20	3,428	15.18							
November 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8231.86	4,523	1.82							
November 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7665.30	4,509	1.70							
November 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	69023.36	6,958	9.92							
November 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26760.21	6,511	4.11							
November 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	41835.68	2,984	14.02							
November 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3775.04	752	5.02							
November 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	16185.00	4,980	3.25							
November 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3604.51	3,029	1.19							
November 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	6038.38	1,682	3.59							
November 2015	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	295	350	84.29%							
November 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	6	16	37.50%							
November 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	79	109	72.48%							
November 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	295	299	98.66%							
November 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	6	7	85.71%							
November 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	79	80	98.75%							
November 2015	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	13.48	9	1:32							
November 2015	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	6	6	100.00%							
November 2015	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	69	69	100.00%							
November 2015	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	279	279	100.00%							
November 2015	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	3	3	100.00%							
November 2015	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	32	33	96.97%							
November 2015	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	50	50	100.00%							
October 2015	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	193	193	100.00%							
October 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	187,068	189,299	98.82%							
October 2015	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	906	906	100.00%							
October 2015	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	369	369	100.00%	0.00%	5,186	5,219	99.37%	7.93%	-1.480878	-1.90031
October 2015	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Diagnostic	N/A	906	906	100.00%							
October 2015	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,890,030	4,670,222	1.05							
October 2015	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1414.63	7,878	0.18							
October 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	28,980	28,980	100.00%							
October 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,420	30,420	100.00%							
October 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	28,980	28,980	100.00%							
October 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,140	43,140	100.00%							
October 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,925	41,925	100.00%							
October 2015	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	22,500	22,500	100.00%							
October 2015	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
October 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	0	1	0.00%							
October 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	6	12	50.00%	50.00%	1	2	50.00%	50.00%	0	-1
October 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/ 24 hours	Business	Parity	N/A	1	2	50.00%	50.00%	32	84	38.10%	48.56%	-0.342633	-1.208306
October 2015	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/ MSA	Residence	Parity	N/A	387.45	1	387.45	0.00	24133.31	249	96.55	113.56	2.03352	0.236292
October 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	27.16	1	27.16	0.00						
October 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	52.46	12	4.24	3.25	7.41	2	3.50	0.30	0.640266	-0.610746
October 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	287.33	26	11.04	10.47	32918.22	374	88.01	108.39	-3.492194	-3.123103
October 2015	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/ MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	20	258	7.75%	26.74%	-0.289325	-1.175897
October 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%	0.00%						
October 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	12	16.67%	37.27%	0	2	0.00%	0.00%	-0.598584	-1.363913
October 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	2	26	7.69%	26.65%	33	394	8.38%	27.70%	-0.121822	-1.074062
October 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	76	0.00%		2	227	0.88%	9.35%	-0.711414	-1.432509
October 2015	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	11,444	0.00%		0	13,344	0.00%			
October 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	66	1.52%	12.22%	303	20,145	1.50%	12.17%	-0.339321	-1.206293
October 2015	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	11	0.00%		2	229	0.87%	9.30%	-0.304096	-1.184877
October 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	916	0.11%	3.30%	0	64	0.00%		-1.511692	-1.919043
October 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	330	0.00%		0	64	0.00%			
October 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	12	906	1.32%	11.43%	2	235	0.85%	9.19%	0.189499	-0.884793
October 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	26	5,943	0.44%	6.60%	394	32,187	1.22%	11.00%	-5.066806	-4.080399

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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 2015	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/ MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	170	258	65.89%	47.41%	0.402578	-0.75525
October 2015	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	1	1,392	0.10%	0.14%						-2.705172
October 2015	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	1	888	0.16%	0.20%						-2.523243
October 2015	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	1,392	0.10%							
October 2015	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	888	0.16%							
October 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	108	2	54.00%	24.04	15,838	47	336.98	561.02	-0.698622	-1.424732
October 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	2	2	100.00%	0.00%	13	47	27.66%	44.73%	3.719016	1.261001
October 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	3	4	75.00%	43.30%						
October 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	8	8	100.00%							
October 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	17	18	94.44%	22.91%						
October 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	23	23	100.00%							
October 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	3	1	3.00							
October 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	74	18	4.11							
October 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	84	17	4.94							
October 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%						
October 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	8	8	100.00%	0.00%						
October 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	18	18	100.00%	0.00%						
October 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	22	22	100.00%	0.00%	202	211	95.73%	20.21%	-0.94215	-1.572787
October 2015	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	258	258	100.00%							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6261.44	18,416	0.34							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15497.68	12,808	1.21							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	21759.12	18,416	1.18							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	2754.48	3,992	0.69							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3173.91	3,992	0.80							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	632.58	1,622	0.39							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1383.88	1,193	1.16							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2016.46	1,622	1.24							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3242.40	3,860	0.84							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7278.21	3,621	2.01							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10520.61	3,860	2.73							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8186.44	7,948	1.03							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14672.44	7,948	1.85							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2018.04	1,004	2.01							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	594.54	1,101	0.54							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2612.58	1,004	2.60							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3330.30	6,530	0.51							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7104.78	12,042	0.59							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	10435.08	6,530	1.60							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	187.34	986	0.19							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	753.54	1,983	0.38							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1255.17	973	1.29							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2196.05	1,983	1.11							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2083.25	3,205	0.65							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	49147.25	2,693	18.25							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	51230.50	3,205	15.98							
October 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8593.14	4,362	1.97							
October 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7344.96	4,372	1.68							
October 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	66510.25	6,725	9.89							
October 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	27439.23	6,279	4.37							
October 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46204.90	3,101	14.90							
October 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3675.24	738	4.98							
October 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	14058.98	4,702	2.99							
October 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2927.26	2,987	0.98							
October 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5531.64	1,487	3.72							
October 2015	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	312	369	84.55%							
October 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	9	22.22%							
October 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	90	120	75.00%							
October 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	312	312	100.00%							
October 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	2	100.00%							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	Modified Z Score	Parity Score
October 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	90	90	100.00%							
October 2015	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	31:30	17	1.51							
October 2015	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	2	2	100.00%							
October 2015	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	72	72	100.00%							
October 2015	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	299	299	100.00%							
October 2015	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	2	2	100.00%							
October 2015	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	39	41	95.12%							
October 2015	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	50	50	100.00%							
October 2015	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	3	3	100.00%							
October 2015	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	4	4	100.00%							
October 2015	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	2	3	66.67%	47.14%	0	25	0.00%	0.00%		
October 2015	Pre-Ordering	PO-9C	LIS Trunks	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
September 2015	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	124	124	100.00%							
September 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	191,124	191,124	100.00%							
September 2015	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	951	951	100.00%							
September 2015	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	354	354	100.00%	0.00%	5,184	5,220	99.31%	8.28%	-1.517302	-1.922454
September 2015	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	951	951	100.00%							
September 2015	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	1	1	100.00%							
September 2015	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,419,212	4,252,689	1.04							
September 2015	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1228.80	5,180	0.24							
September 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	29,520	100.00%							
September 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
September 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,520	29,520	100.00%							
September 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
September 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%							
September 2015	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							
September 2015	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
September 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	2	3	66.67%	47.14%	-0.774597	-1.470921
September 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	7	7	100.00%							
September 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	2	50.00%							
September 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	7	13	53.85%	49.85%	2	3	66.67%	47.14%	-0.253347	-1.154024
September 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/ 24 hours	Business	Parity	N/A	0	2	0.00%	0.00%	44	95	46.32%	49.86%	0.536049	-0.674105
September 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3:53	2	1:57	1:57	17:21	2	8:41	11:32	-0.583598	-1.354802
September 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	20:53	7	2:59	0:46						
September 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	6:30	2	3:15	1:05						
September 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	81:54	13	6:18	6:34	17:21	2	8:41	11:32	-0.271012	-1.164764
September 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	279:00	29	9:37	6:54	39199:13	447	87:42	102:31	-3.974319	-3.416215
September 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	2	50.00%	50.00%	0	3	0.00%	0.00%	0.253347	-0.845976
September 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	7	14.29%	34.99%						
September 2015	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%						
September 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	13	7.69%	26.65%	0	3	0.00%	0.00%	-0.887147	-1.539347
September 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	3	29	10.34%	30.45%	66	470	14.04%	34.74%	-0.556247	-1.338174
September 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	76	2.63%	16.01%	3	233	1.29%	11.27%	0.362216	-0.779788
September 2015	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	11,468	0.00%		1	13,464	0.01%	0.86%	-0.678237	-1.412339
September 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	68	0.00%		367	20,468	1.79%	13.27%	-1.112393	-1.676287
September 2015	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	11	0.00%		3	235	1.28%	11.23%	-0.36862	-1.224105
September 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	7	923	0.76%	8.68%	0	66	0.00%		-0.29423	-1.178879
September 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	337	337	0.59%	7.68%	0	66	0.00%		-0.521346	-1.316956
September 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	13	899	1.45%	11.94%	3	241	1.24%	11.09%	-0.13144	-1.07991
September 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	29	6,029	0.48%	6.92%	470	32,585	1.44%	11.92%	-5.751298	-4.496541
September 2015	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	1,416	0.00%	0.01%						-2.994915
September 2015	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	888	0.00%	0.00%						-3
September 2015	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,416	0.00%							
September 2015	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	888	0.00%							
September 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	LIS Trunk	Parity	N/A	61	1	61.00	0.00						
September 2015	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	82	1	82.00	0.00		
September 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	64	2	32.00	24.04	14,990	59	254.07	511.82	-0.603459	-1.366877
September 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	LIS Trunk	Parity	N/A	0	1	0.00%							
September 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
September 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	2	2	100.00%	0.00%	20	59	33.90%	47.34%	3.719016	1.261001

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
September 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	1	1	100.00%							
September 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	1	1	100.00%							
September 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	7	7	100.00%	0.00%	8	8	100.00%	0.00%		
September 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	20	25	80.00%							
September 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	3	1	3.00							
September 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	3	1	3.00							
September 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	5	1	5.00							
September 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	133	25	5.32							
September 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1	100.00%	0.00%						
September 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	1	100.00%	0.00%						
September 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	7	7	100.00%	0.00%	8	8	100.00%	0.00%		
September 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	25	25	100.00%	0.00%	182	191	95.29%	21.19%	-1.045551	-1.63565
September 2015	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	162	162	100.00%							
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6324.00	21,080	0.30							
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	20157.60	16,798	1.20							
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	26481.60	21,080	1.26							
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3322.03	4,692	0.71							
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3828.19	4,692	0.82							
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	730.77	1,878	0.39							
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1462.89	1,209	1.21							
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2193.66	1,878	1.17							
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3667.25	3,971	0.92							
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8259.52	3,896	2.12							
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11926.77	3,971	3.00							
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	9816.11	8,896	1.10							
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	16302.11	8,896	1.83							
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2453.94	1,119	2.19							
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	644.15	1,115	0.58							
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3098.09	1,119	2.77							
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	4202.21	7,446	0.56							
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	9834.63	14,884	0.66							
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	14036.84	7,446	1.89							
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	218.50	1,067	0.20							
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	876.22	2,011	0.44							
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1409.91	1,068	1.32							
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2504.63	2,011	1.25							
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2855.66	3,680	0.78							
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53595.00	2,700	19.85							
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	56450.66	3,680	15.34							
September 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
September 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7703.88	4,479	1.72							
September 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	74773.92	7,176	10.42							
September 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54							
September 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	41010.96	2,568	15.97							
September 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15							
September 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75							
September 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3303.30	3,146	1.05							
September 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722	3.46							
September 2015	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	211	263	80.23%							
September 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	4	13	30.77%							
September 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	116	149	77.85%							
September 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	211	211	100.00%							
September 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	4	4	100.00%							
September 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	116	116	100.00%							
September 2015	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	27.38	3	9.13							
September 2015	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	81.29	24	3.24							
September 2015	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	4	4	100.00%							
September 2015	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	111	111	100.00%							
September 2015	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	203	203	100.00%							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	Modified Z Score	Parity Score
September 2015	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	4	4	100.00%							
September 2015	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	34	34	100.00%							
September 2015	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	47	47	100.00%							
September 2015	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	3	3	100.00%							
September 2015	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	3	11	27.27%	44.54%	0	27	0.00%	0.00%		
August 2015	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	190	190	100.00%							
August 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	192,781	192,781	100.00%							
August 2015	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	966	966	100.00%							
August 2015	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	377	377	100.00%	0.00%	5,537	5,582	99.19%	8.94%	-1.694135	-2.029961
August 2015	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	966	966	100.00%							
August 2015	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,324,804	4,131,912	1.05							
August 2015	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	999.00	5,123	0.20							
August 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%							
August 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,880	29,880	100.00%							
August 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,880	29,880	100.00%							
August 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840	100.00%							
August 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,565	41,565	100.00%							
August 2015	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,600	21,600	100.00%							
August 2015	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
August 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	2	50.00%	50.00%	1	2	50.00%	50.00%	0	-1
August 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	4	9	44.44%							
August 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	1	100.00%							
August 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	8	15	53.33%	49.89%	1	2	50.00%	50.00%	-0.088561	-1.053842
August 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/ 24 hours	Business	Parity	N/A	0	1	0.00%	0.00%	22	85	25.88%	43.80%	-0.656305	-1.399005
August 2015	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/ MSA	Residence	Parity	N/A	242.48	2	121.24	68.07	39467.34	337	117.07	161.03	0.398855	-0.757513
August 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	9.14	2	4.37	2.24	9.10	2	4.35	1.05	0.279319	-0.830186
August 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	43.19	9	4.49	1.43						
August 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	3.21	1	3.21	0.00						
August 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	84.39	15	5.39	4.38	9.10	2	4.35	1.05	0.582842	-0.645658
August 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	715.56	37	19.21	18.00	51969.08	494	105.12	141.37	-3.556678	-3.162306
August 2015	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/ MSA	Residence	Parity	N/A	0	2	0.00%	0.00%	61	345	17.68%	38.15%	-0.65353	-1.397318
August 2015	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%	0	2	0.00%	0.00%		
August 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	9	22.22%	41.57%						
August 2015	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%						
August 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	15	13.33%	33.99%	0	2	0.00%	0.00%	-0.745644	-1.45332
August 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	3	37	8.11%	27.30%	82	521	15.74%	36.42%	-1.231613	-1.748768
August 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	75	2.67%	16.11%	2	236	0.85%	9.17%	0.686692	-0.582521
August 2015	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	11,540	0.00%	0.00%	0	13,512	0.00%			
August 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	2	68	2.94%	16.90%	422	20,751	2.03%	14.11%	0.24167	-0.853075
August 2015	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	11	0.00%	0.00%	2	239	0.84%	9.11%	-0.297897	-1.181109
August 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	9	947	0.95%	9.70%	0	66	0.00%		-0.110466	-1.067158
August 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	341	0.29%	5.41%	0	66	0.00%		-0.98561	-1.599209
August 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	15	913	1.64%	12.71%	2	245	0.82%	9.00%	0.619076	-0.623629
August 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	37	6,083	0.61%	7.78%	521	32,962	1.58%	12.47%	-5.586703	-4.396474
August 2015	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/ MSA	Residence	Parity	N/A	1	2	50.00%	50.00%	197	345	57.10%	49.49%	-0.45409	-1.276067
August 2015	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	1,416	0.00%	0.00%						-3
August 2015	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	888	0.00%	0.00%						-3
August 2015	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,416	0.00%							
August 2015	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	888	0.00%							
August 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	LIS Trunk	Parity	N/A	40	1	40.00	0.00						
August 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	28	1	28.00	0.00	14,427	59	244.53	506.13	-0.424226	-1.257911
August 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
August 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	1	1	100.00%	0.00%	18	59	30.51%	46.04%	3.719016	1.261001
August 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	7	8	87.50%							
August 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	4	4	100.00%							
August 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%						
August 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	22	24	91.67%							
August 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	16	5	3.20							
August 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	12	4	3.00							
August 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	103	20	5.15							

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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 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	8	8	100.00%	0.00%	1	1	100.00%	0.00%		
August 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4	4	100.00%	0.00%	1	1	100.00%	0.00%		
August 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%						
August 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	23	24	95.83%	19.98%	179	189	94.71%	22.39%	-0.231782	-1.140913
August 2015	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	174	174	100.00%							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	4000.40	20,002	0.20							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	13806.90	15,341	0.90							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	17807.30	20,002	0.89							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1798.77	3,527	0.51							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	2130.24	3,527	0.60							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	620.33	1,590	0.39							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	2872.40	1,336	2.15							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	3492.73	1,590	2.20							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3114.02	3,422	0.91							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	15357.60	3,555	4.32							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	18471.62	3,422	5.40							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	5065.20	7,035	0.72							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	11551.20	7,035	1.64							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1280.39	1,009	1.27							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	1058.97	1,006	1.05							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2339.36	1,009	2.32							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	2708.80	6,772	0.40							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7576.80	13,530	0.56							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	10285.60	6,772	1.52							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	211.50	953	0.22							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	562.80	2,814	0.20							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1292.80	953	1.36							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2067.10	2,814	0.73							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1583.28	2,199	0.72							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	42459.35	2,183	19.45							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	44042.63	2,199	20.03							
August 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	11593.96	6,167	1.88							
August 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	9014.39	3,563	2.53							
August 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	48123.79	5,071	9.49							
August 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25442.16	5,448	4.67							
August 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	29744.96	1,568	18.97							
August 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3575.61	697	5.13							
August 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17211.15	5,643	3.05							
August 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2720.80	2,864	0.95							
August 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5475.36	1,342	4.08							
August 2015	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	196	233	84.12%							
August 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	21	9.52%							
August 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	108	141	76.60%							
August 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	196	197	99.49%							
August 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	2	100.00%							
August 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	108	110	98.18%							
August 2015	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	32.30	14	2.19							
August 2015	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	2	2	100.00%							
August 2015	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	99	99	100.00%							
August 2015	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	187	187	100.00%							
August 2015	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	11	11	100.00%							
August 2015	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	40	41	97.56%							
August 2015	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	33	34	97.06%							
August 2015	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	3	3	100.00%							
August 2015	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	0	3	0.00%	0.00%	0	22	0.00%	0.00%		
July 2015	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	156	157	99.36%							
July 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	199,043	199,043	100.00%							
July 2015	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	936	936	100.00%							
July 2015	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	317	318	99.69%	5.60%	5,937	5,967	99.50%	7.07%	-0.462595	-1.281238

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
July 2015	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	936	936	100.00%							
July 2015	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,437,004	4,229,477	1.05							
July 2015	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1668.87	4,826	0.35							
July 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
July 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
July 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
July 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
July 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
July 2015	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	22,860	22,860	100.00%							
July 2015	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
July 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	2	4	50.00%	50.00%	-0.253347	-1.154024
July 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	6	16.67%							
July 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	0	1	0.00%							
July 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	8	13	61.54%	48.65%	2	4	50.00%	50.00%	-0.403604	-1.245374
July 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/ 24 hours	Business	Parity	N/A	0	1	0.00%	0.00%	37	128	28.91%	45.33%	-0.562694	-1.342094
July 2015	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/ MSA	Residence	Parity	N/A	95.01	1	95.01	0.00	36464.22	366	99.38	102.54	-0.044769	-1.027218
July 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	10.13	1	10.13	0.00	13.08	4	3.17	2.47	1.103063	-0.329386
July 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	36.42	6	6.07	2.43						
July 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	9.30	1	9.30	0.00						
July 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	51.43	13	3.59	2.46	13.08	4	3.17	2.47	0.334503	-0.796637
July 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	745.14	59	12.38	17.09	53562.51	586	91.24	98.16	-5.869436	-4.568363
July 2015	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/ MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	71	374	18.98%	39.22%	-0.483424	-1.293901
July 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	1	4	25.00%	43.30%	-0.516398	-1.313948
July 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	6	16.67%	37.27%						
July 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	1	0.00%	0.00%						
July 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	13	7.69%	26.65%	1	4	25.00%	43.30%	-0.699062	-1.425
July 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	9	59	15.25%	35.95%	98	615	15.93%	36.60%	-0.136465	-1.082965
July 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	78	1.28%	11.25%	4	237	1.69%	12.88%	-0.241282	-1.146689
July 2015	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	11,540	0.00%		0	13,824	0.00%			
July 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	68	1.47%	12.04%	473	21,094	2.24%	14.81%	-0.42915	-1.260905
July 2015	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	11	0.00%		4	240	1.67%	12.80%	-0.42222	-1.256692
July 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	6	955	0.63%	7.90%	0	65	0.00%		-0.448074	-1.27241
July 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	344	0.29%	5.38%	0	65	0.00%		-0.998889	-1.607281
July 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	13	928	1.40%	11.75%	4	246	1.63%	12.65%	-0.248248	-1.150924
July 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	59	6,170	0.96%	9.73%	615	33,361	1.84%	13.45%	-4.759396	-3.893507
July 2015	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/ MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	248	374	66.31%	47.26%	0.416105	-0.747026
July 2015	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	1	1,032	0.11%	0.13%						-2.672093
July 2015	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	1	888	0.12%	0.15%						-2.648108
July 2015	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	1,032	0.11%							
July 2015	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	888	0.12%							
July 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	LIS Trunk	Parity	N/A	19	1	19.00	0.00						
July 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	7	1	7.00	0.00	14,021	52	269.63	525.16	-0.495365	-1.301161
July 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
July 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	1	1	100.00%	0.00%	13	52	25.00%	43.30%	3.719016	1.261001
July 2015	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	1	1	100.00%	0.00%	106	125	84.80%	35.90%	-0.42169	-1.256369
July 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%	3	3	100.00%	0.00%		
July 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	6	6	100.00%							
July 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	3	3	100.00%							
July 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	4	4	100.00%	0.00%	8	8	100.00%	0.00%		
July 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	33	34	97.06%							
July 2015	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	7	1	7.00	0.00	633	104	6.09	4.50	0.337155	-0.795024
July 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	3	1	3.00							
July 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	9	3	3.00							
July 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	11	3	3.67							
July 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	92	19	4.84							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%	4	4	100.00%	0.00%		
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	1	1	100.00%	0.00%	172	186	92.47%	26.38%	-0.284535	-1.172985
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	6	6	100.00%	0.00%						
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	3	3	100.00%	0.00%						
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	4	4	100.00%	0.00%	8	8	100.00%	0.00%		

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July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	34	34	100.00%	0.00%	181	191	94.76%	22.27%	-1.262774	-1.767712
July 2015	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	191	191	100.00%							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	2079.12	17,326	0.12							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	8531.25	13,125	0.65							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	10610.37	17,326	0.61							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	951.08	3,658	0.26							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1211.45	3,658	0.33							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	350.80	1,754	0.20							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	5140.08	1,298	3.96							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5490.88	1,754	3.13							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2224.95	3,423	0.65							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	18402.84	3,298	5.58							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	20627.79	3,423	6.03							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	2515.50	6,450	0.39							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	5922.50	4,738	1.25							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	8438.00	6,450	1.31							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1088.62	1,378	0.79							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	1364.80	853	1.60							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2453.42	1,378	1.78							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1416.42	5,246	0.27							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	4457.64	10,131	0.44							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	5874.06	5,246	1.12							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	173.40	1,156	0.15							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	461.72	3,298	0.14							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1996.80	1,280	1.56							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2631.92	3,298	0.80							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1459.44	4,054	0.36							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	39968.82	2,097	19.06							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	41428.26	4,054	10.22							
July 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	11946.69	6,321	1.89							
July 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	14069.04	3,782	3.72							
July 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	51099.68	4,904	10.42							
July 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	30500.30	6,854	4.45							
July 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	23918.35	1,249	19.15							
July 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	5736.96	1,328	4.32							
July 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	18820.80	5,228	3.60							
July 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2387.87	2,683	0.89							
July 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	6051.70	1,658	3.65							
July 2015	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	193	240	80.42%							
July 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	6	20	30.00%							
July 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	103	144	71.53%							
July 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	193	195	98.97%							
July 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	6	6	100.00%							
July 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	103	103	100.00%							
July 2015	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	21.23	1	21.23							
July 2015	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	31.09	17	1.50							
July 2015	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	5	5	100.00%							
July 2015	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	95	95	100.00%							
July 2015	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	186	186	100.00%							
July 2015	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1	1	100.00%							
July 2015	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	45	46	97.83%							
July 2015	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	46	46	100.00%							
July 2015	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	1	1	100.00%							
July 2015	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	0	1	0.00%	0.00%	0	14	0.00%	0.00%		
June 2015	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	184	184	100.00%							
June 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	196,404	196,404	100.00%							
June 2015	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,049	1,049	100.00%							
June 2015	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	374	374	100.00%	0.00%	5,571	5,593	99.61%	6.26%	-1.176589	-1.715316
June 2015	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Diagnostic	N/A	1,049	1,049	100.00%							
June 2015	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,046,679	3,844,546	1.05							

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June 2015	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	904.04	4,774	0.19							
June 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	29,520	100.00%							
June 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
June 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,520	29,520	100.00%							
June 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
June 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%							
June 2015	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							
June 2015	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
June 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	5	40.00%							
June 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	0	2	0.00%							
June 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	8	16	50.00%	50.00%	1	1	100.00%	0.00%	-0.073791	-1.044862
June 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/ 24 hours	Business	Parity	N/A	0	2	0.00%	0.00%	33	86	38.37%	48.63%	0.284716	-0.826905
June 2015	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/ MSA	Residence	Parity	N/A	122.38	1	122.38	0.00	27127.05	343	79.05	92.45	0.785774	-0.522283
June 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	29.35	5	5.55	4.14						
June 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	55.20	2	27.40	30.58						
June 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	132.22	16	8.16	9.04	1.46	1	1.46	0.00		
June 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	334.26	35	9.33	15.59	36607.22	490	74.43	86.31	-4.304261	-3.616805
June 2015	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/ MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	64	353	18.13%	38.53%	-0.469923	-1.285693
June 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	5	20.00%	40.00%						
June 2015	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%						
June 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	16	6.25%	24.21%	0	1	0.00%	0.00%	-1.564726	-1.951286
June 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	3	35	8.57%	27.99%	81	517	15.67%	36.35%	-1.117689	-1.679507
June 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	79	0.00%		1	249	0.40%	6.32%	-0.491757	-1.298967
June 2015	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	11,084	0.00%		0	14,016	0.00%			
June 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	81	1.23%	11.04%	419	21,361	1.96%	13.87%	-0.470903	-1.286288
June 2015	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	11	0.00%		1	243	0.41%	6.40%	-0.208533	-1.126779
June 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5	961	0.52%	7.19%	0	65	0.00%		-0.584125	-1.355123
June 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	345	0.58%	7.59%	0	65	0.00%		-0.546778	-1.332418
June 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	16	943	1.70%	12.91%	1	249	0.40%	6.32%	1.278466	-0.222748
June 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	35	6,222	0.56%	7.48%	517	33,714	1.53%	12.29%	-5.726749	-4.481616
June 2015	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/ MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	264	353	74.79%	43.42%	-0.579801	-1.352494
June 2015	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	1,032	0.00%	0.00%						-3
June 2015	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	888	0.00%	0.00%						-3
June 2015	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,032	0.00%							
June 2015	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	888	0.00%							
June 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	3	3	100.00%	0.00%		
June 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	8	8	100.00%							
June 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	3	3	100.00%	0.00%						
June 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	18	19	94.74%							
June 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	6	2	3.00							
June 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	13	3	4.33							
June 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	75	15	5.00							
June 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	3	3	100.00%	0.00%		
June 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	8	8	100.00%	0.00%						
June 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	3	3	100.00%	0.00%						
June 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	18	19	94.74%	22.33%	231	247	93.52%	24.61%	-0.207272	-1.126012
June 2015	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	372	372	100.00%							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	768.36	6,403	0.12							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	9643.20	11,760	0.82							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	10411.56	6,403	1.63							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	709.50	3,225	0.22							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	945.75	3,225	0.29							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	144.00	1,200	0.12							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00	1,200	3.98							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4920.00	1,200	4.10							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	1704.71	3,479	0.49							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	18717.02	3,479	5.38							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	20421.73	3,479	5.87							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	1902.00	6,340	0.30							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	Modified Z Score	Parity Score
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	8388.00	6,340	1.32							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1541.91	1,497	1.03							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	2424.24	1,036	2.34							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3966.15	1,497	2.65							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1107.33	5,273	0.21							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	6223.80	10,373	0.60							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	7331.13	5,273	1.39							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	335.40	780	0.43							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	279.12	2,326	0.12							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	2439.84	1,326	1.84							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	3054.36	2,326	1.31							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1420.30	4,058	0.35							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	37708.72	2,023	18.64							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	39129.02	4,058	9.64							
June 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
June 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	11480.70	3,479	3.30							
June 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	52891.92	5,076	10.42							
June 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	30513.28	6,811	4.48							
June 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	25950.96	1,368	18.97							
June 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	5170.90	1,246	4.15							
June 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75							
June 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	1974.00	2,820	0.70							
June 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assign XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722	3.46							
June 2015	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	184	242	76.03%							
June 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	6	11	54.55%							
June 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	82	114	71.93%							
June 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	184	184	100.00%							
June 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	6	6	100.00%							
June 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	82	82	100.00%							
June 2015	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	13.31	20	0.41							
June 2015	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	6	6	100.00%							
June 2015	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	74	74	100.00%							
June 2015	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	179	179	100.00%							
June 2015	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	2	2	100.00%							
June 2015	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	40	40	100.00%							
June 2015	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	54	54	100.00%							
June 2015	Pre-Ordering	PO-5C-(a)	FOCs on Time for manual LSRs via Facsimile	Resale Aggregate	Benchmark	90.00%	1	1	100.00%							
June 2015	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	5	5	100.00%							
June 2015	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	0	1	0.00%	0.00%	1	19	5.26%	22.33%	-1.644854	-2
May 2015	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	182	182	100.00%							
May 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	200,424	200,424	100.00%							
May 2015	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,136	1,136	100.00%							
May 2015	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	1,107	1,107	100.00%	0.00%	4,627	4,651	99.48%	7.16%	-2.15361	-2.309302
May 2015	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Diagnostic	N/A	1,136	1,136	100.00%							
May 2015	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	1	1	100.00%							
May 2015	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,801,612	4,595,642	1.04							
May 2015	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	831.78	4,410	0.19							
May 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,795	29,880	99.72%							
May 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,880	29,880	100.00%							
May 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,880	29,880	100.00%							
May 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,692	42,840	99.65%							
May 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,417	41,565	99.64%							
May 2015	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,600	21,600	100.00%							
May 2015	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
May 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	3	66.67%	47.14%	2	2	100.00%	0.00%	-0.253347	-1.154024
May 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	3	33.33%							
May 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	0	2	0.00%							
May 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	20	29	68.97%	46.26%	2	2	100.00%	0.00%	0.008086	-0.995084
May 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/ 24 hours	Business	Parity	N/A	0	2	0.00%	0.00%	38	78	48.72%	49.98%	0.605365	-0.631964
May 2015	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	49.07	1	49.07	0.00	2009:31	56	35.53	39.33	0.652622	-0.603234

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	Modified Z Score	Parity Score
May 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	8 07	3	2:42	2.55	6:43	2	3:22	0.43	-0.994698	-1.604734
May 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	22:59	3	7:40	4:31						
May 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	21:59	2	11:00	5:20						
May 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	108:10	29	3:44	2:39	6:43	2	3:22	0.43	0.266311	-0.838095
May 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	541:30	43	12:36	12:53	27762:31	477	58:12	102.22	-2.798258	-2.70122
May 2015	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	8	58	13.79%	34.48%	-0.396596	-1.241113
May 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	3	33.33%	47.14%	0	2	0.00%	0.00%	-0.253347	-1.154024
May 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	3	0.00%	0.00%						
May 2015	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%						
May 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	4	29	13.79%	34.48%	0	2	0.00%	0.00%	-0.689796	-1.419366
May 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	3	43	6.98%	25.48%	63	507	12.43%	32.99%	-1.040023	-1.632289
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3	80	3.75%	19.00%	2	251	0.80%	8.89%	1.320336	-0.197293
May 2015	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	11,036	0.00%	0.00%	0	14,400	0.00%			
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	83	1.20%	10.91%	419	21,574	1.94%	13.80%	-0.485832	-1.295365
May 2015	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	11	0.00%	0.00%	2	245	0.82%	9.00%	-0.294355	-1.178955
May 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	970	0.31%	5.55%	0	70	0.00%		-0.882304	-1.536403
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	361	0.55%	7.42%	0	70	0.00%		-0.527958	-1.320975
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	29	953	3.04%	17.18%	2	251	0.80%	8.89%	1.910856	0.161718
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	43	6,292	0.68%	8.24%	507	34,050	1.49%	12.11%	-4.847242	-3.946914
May 2015	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	41	58	70.69%	45.52%	0.509832	-0.690044
May 2015	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	1,032	0.00%	0.00%						-3
May 2015	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	888	0.00%	0.00%						-3
May 2015	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,032	0.00%	0.00%						
May 2015	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	888	0.00%	0.00%						
May 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	73	1	73.00	0.00	13,682	57	240.04	488.38	-0.339059	-1.206133
May 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	1	1	100.00%	0.00%	15	57	26.32%	44.03%	3.719016	1.261001
May 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	15	15	100.00%	0.00%		
May 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	6	14	42.86%							
May 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%						
May 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	8	10	80.00%							
May 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	5	1	5.00							
May 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	47	9	5.22							
May 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	16	16	100.00%	0.00%		
May 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	14	14	100.00%	0.00%						
May 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%						
May 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	10	10	100.00%	0.00%	151	163	92.64%	26.12%	-0.865312	-1.526073
May 2015	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	156	156	100.00%							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	2393.30	18,410	0.13							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	9971.50	12,950	0.77							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	12364.80	18,410	0.67							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	741.75	3,225	0.23							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	967.59	3,225	0.30							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	144.00	1,200	0.12							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00	1,200	3.98							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4920.00	1,200	4.10							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	1843.87	3,479	0.53							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	18960.55	3,479	5.45							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	20804.42	3,479	5.98							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	2124.80	6,640	0.32							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	8610.80	6,640	1.30							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1305.00	1,450	0.90							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	1943.12	908	2.14							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3248.12	1,450	2.24							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1332.39	5,793	0.23							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	5341.23	10,473	0.51							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	6673.62	5,793	1.15							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	278.40	870	0.32							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	279.12	2,326	0.12							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1870.40	1,120	1.67							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2427.92	2,326	1.04							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1369.18	4,027	0.34							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	37943.50	2,051	18.50							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	39312.68	4,027	9.76							
May 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
May 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	12995.50	3,713	3.50							
May 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	49807.60	4,780	10.42							
May 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	30785.74	6,781	4.54							
May 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	25799.20	1,360	18.97							
May 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	5312.00	1,280	4.15							
May 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75							
May 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2036.80	2,546	0.80							
May 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722	3.46							
May 2015	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	151	200	75.50%							
May 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	14	22	63.64%							
May 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	104	147	70.75%							
May 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	151	151	100.00%							
May 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	14	14	100.00%							
May 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	104	104	100.00%							
May 2015	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	51.21	20	2.34							
May 2015	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	14	14	100.00%							
May 2015	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	99	99	100.00%							
May 2015	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	144	144	100.00%							
May 2015	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	8	8	100.00%							
May 2015	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	44	44	100.00%							
May 2015	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	46	47	97.87%							
May 2015	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%							
May 2015	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	0	10	0.00%	0.00%	0	16	0.00%	0.00%		
April 2015	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	164	164	100.00%							
April 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	206,753	206,753	100.00%							
April 2015	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,159	1,159	100.00%							
April 2015	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	408	408	100.00%	0.00%	4,659	4,677	99.62%	6.19%	-1.204088	-1.732033
April 2015	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,159	1,159	100.00%							
April 2015	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,800,933	3,608,279	1.05							
April 2015	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	999.69	5,054	0.20							
April 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	28,080	28,080	100.00%							
April 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
April 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	28,080	28,080	100.00%							
April 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
April 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%							
April 2015	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							
April 2015	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
April 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	2	4	50.00%	50.00%	-0.894427	-1.543773
April 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	3	66.67%							
April 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	10	14	71.43%	45.18%	2	4	50.00%	50.00%	-0.755929	-1.459572
April 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/ 24 hours	Business	Parity	N/A	1	1	100.00%	0.00%	33	59	55.93%	49.65%	-0.880197	-1.535122
April 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2.50	1	2.50	0.00	17.46	3	5.55	5.45	-0.465366	-1.282922
April 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	39.07	3	13.02	19.20						
April 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	65.53	14	4.42	7.10	17.46	3	5.55	5.45	-0.332576	-1.202192
April 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	301.48	27	11.11	21.28	12304.16	288	42.43	96.15	-1.628447	-1.990026
April 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%		1	4	25.00%	43.30%	-0.516398	-1.313948
April 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	3	0.00%	0.00%						
April 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	5	14	35.71%	47.92%	1	4	25.00%	43.30%	-0.235623	-1.143248
April 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	4	27	14.81%	35.52%	42	310	13.55%	34.22%	-0.046505	-1.028273
April 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	84	1.19%	10.85%	4	253	1.58%	12.47%	-0.24863	-1.151157
April 2015	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	11,084	0.00%		0	14,496	0.00%			
April 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	87	0.00%		246	21,839	1.13%	10.55%	-0.99359	-1.60406
April 2015	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	11	0.00%		4	247	1.62%	12.62%	-0.416353	-1.253125
April 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	1,008	0.30%	5.45%	0	71	0.00%		-0.896997	-1.545335
April 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	368	0.00%		0	71	0.00%			

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
April 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	14	979	1.43%	11.87%	4	253	1.58%	12.47%	-0.171635	-1.104347
April 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	27	6,419	0.42%	6.47%	310	34,451	0.90%	9.44%	-3.732796	-3.269379
April 2015	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	1,032	0.00%	0.00%						-3
April 2015	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	888	0.00%	0.00%						-3
April 2015	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,032	0.00%							
April 2015	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	888	0.00%							
April 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	185	4	46.25	31.44	12,914	46	280.74	524.82	-0.857103	-1.521082
April 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	2	4	50.00%	50.00%	14	46	30.43%	46.01%	1.385172	-0.157875
April 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	2	2	100.00%	0.00%		
April 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	9	9	100.00%							
April 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	13	13	100.00%	0.00%						
April 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	11	12	91.67%							
April 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	6	2	3.00							
April 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	36	11	3.27							
April 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	42	9	4.67							
April 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	3	3	100.00%	0.00%		
April 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	9	9	100.00%	0.00%						
April 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	13	13	100.00%	0.00%						
April 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	11	12	91.67%	27.64%	164	175	93.71%	24.27%	-0.15116	-1.091898
April 2015	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	393	393	100.00%							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	2593.92	18,528	0.14							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	8980.01	13,403	0.67							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	11573.93	18,528	0.62							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	935.28	3,897	0.24							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1161.12	3,897	0.30							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	289.30	1,315	0.22							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	5114.30	1,285	3.98							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5403.60	1,315	4.11							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2218.98	3,579	0.62							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	18134.28	3,474	5.22							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	20353.26	3,579	5.69							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	2124.80	6,640	0.32							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	5389.86	4,382	1.23							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	7514.66	6,640	1.13							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1159.51	1,397	0.83							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	1434.60	797	1.80							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2594.11	1,397	1.86							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1396.98	5,373	0.26							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	4315.92	10,276	0.42							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	5712.90	5,373	1.06							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	179.20	1,120	0.16							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	399.12	3,326	0.12							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1870.40	1,120	1.67							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2448.72	3,326	0.74							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1288.64	4,027	0.32							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	39731.72	2,023	19.64							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	41020.36	4,027	10.19							
April 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	11756.69	6,287	1.87							
April 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	14565.66	3,813	3.82							
April 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	50979.60	4,760	10.71							
April 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	31449.92	6,778	4.64							
April 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	22475.70	1,170	19.21							
April 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	5691.00	1,355	4.20							
April 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	18988.48	5,536	3.43							
April 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2366.24	2,572	0.92							
April 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	6602.92	1,724	3.83							
April 2015	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	159	219	72.60%							
April 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	4	7	57.14%							
April 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	204	302	67.55%							
April 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	159	162	98.15%							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
April 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	4	4	100.00%							
April 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	204	204	100.00%							
April 2015	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	23:33	3	7:51							
April 2015	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	19:21	20	0:58							
April 2015	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	4	4	100.00%							
April 2015	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	195	195	100.00%							
April 2015	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	152	152	100.00%							
April 2015	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	2	2	100.00%							
April 2015	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	106	106	100.00%							
April 2015	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	59	59	100.00%							
April 2015	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	3	3	100.00%							
April 2015	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	9	9	100.00%							
April 2015	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	0	1	0.00%	0.00%	0	8	0.00%	0.00%		
March 2015	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	180	180	100.00%							
March 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	210,086	210,098	99.99%							
March 2015	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,144	1,144	100.00%							
March 2015	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	346	346	100.00%	0.00%	4,565	4,590	99.46%	7.36%	-1.327414	-1.80701
March 2015	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Diagnostic	N/A	1,144	1,144	100.00%							
March 2015	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,911,942	3,712,529	1.05							
March 2015	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	863.72	4,498	0.19							
March 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	27,860	27,860	100.00%							
March 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,060	30,060	100.00%							
March 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	27,724	27,860	99.51%							
March 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,900	42,900	100.00%							
March 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	38,970	38,970	100.00%							
March 2015	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							
March 2015	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
March 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	4	50.00%							
March 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	0	2	0.00%							
March 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	13	17	76.47%	42.42%	2	2	100.00%	0.00%	-0.289852	-1.176217
March 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/ 24 hours	Business	Parity	N/A	1	2	50.00%	50.00%	40	63	63.49%	48.15%	-0.268309	-1.16312
March 2015	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	25:25	1	25:25	0:00	2058:10	54	38:07	50:56	-0.247056	-1.1502
March 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	37:22	4	9:21	11:31						
March 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	10:17	2	5:09	0:32						
March 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	45:26	17	2:40	2:05	0:13	1	0:13	0:00		
March 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	249:06	35	7:07	8:02	10352:32	270	38:21	52:58	-3.281416	-2.994959
March 2015	Maintenance and Repair	MR-7A	Repair Repeat Rpt Rate-Disp w/ MSA	Residence	Parity	N/A	0	2	0.00%	0.00%	23	188	12.23%	32.77%	-0.525217	-1.319309
March 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	4	25.00%	43.30%						
March 2015	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%						
March 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	17	0.00%	0.00%	0	2	0.00%	0.00%		
March 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	2	35	5.71%	23.21%	34	290	11.72%	32.17%	-1.043984	-1.634697
March 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	85	0.00%		2	257	0.78%	8.79%	-0.707796	-1.430309
March 2015	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	11,756	0.00%		0	15,120	0.00%			
March 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	2	87	2.30%	14.99%	220	22,138	0.99%	9.92%	0.786257	-0.52199
March 2015	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	11	0.00%		2	251	0.80%	8.89%	-0.290936	-1.176877
March 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4	1,092	0.37%	6.04%	0	71	0.00%		-0.762129	-1.463341
March 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	366	0.52%	7.18%	0	71	0.00%		-0.562544	-1.342002
March 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	17	977	1.74%	13.08%	2	257	0.78%	8.79%	0.810589	-0.507197
March 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	35	6,572	0.53%	7.28%	290	34,907	0.83%	9.08%	-2.443382	-2.485471
March 2015	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	2	2	100.00%	0.00%	44	56	78.57%	41.03%	-0.725704	-1.441196
March 2015	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	1,032	0.00%	0.01%						-2.994419
March 2015	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	888	0.00%	0.00%						-3
March 2015	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,032	0.00%							
March 2015	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	888	0.00%							
March 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	472	8	59.00	0.00						
March 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	101	4	25.25	31.44	12,369	41	301.68	540.42	-0.976505	-1.593673
March 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	8	0.00%	0.00%						
March 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	2	4	50.00%	50.00%	14	41	34.15%	47.42%	1.140687	-0.306511
March 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	2	2	100.00%	0.00%		
March 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	13	13	100.00%							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
March 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	4	4	100.00%	0.00%	7	7	100.00%	0.00%		
March 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	16	16	100.00%							
March 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	9	3	3.00							
March 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	14	4	3.50							
March 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	69	15	4.60							
March 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	2	2	100.00%	0.00%		
March 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	13	13	100.00%	0.00%						
March 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	3	4	75.00%	43.30%	7	7	100.00%	0.00%	0.348756	-0.787972
March 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	16	16	100.00%	0.00%	160	164	97.56%	15.43%	-0.603692	-1.367019
March 2015	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	696	696	100.00%							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	1968.36	16,403	0.12							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	7074.04	10,403	0.68							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	9042.40	16,403	0.55							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	267.00	2,225	0.12							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	444.75	2,225	0.20							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	144.00	1,200	0.12							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00	1,200	3.98							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4920.00	1,200	4.10							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2156.98	3,479	0.62							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	6372.38	1,979	3.22							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	8529.36	3,479	2.45							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	3496.80	5,640	0.62							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	4186.00	3,640	1.15							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	7682.80	5,640	1.36							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	661.51	797	0.83							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	1145.54	1,397	0.82							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	1807.05	797	2.27							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1224.44	4,373	0.28							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	4353.96	8,373	0.52							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	5578.40	4,373	1.28							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	37.56	626	0.06							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	744.32	2,326	0.32							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1212.42	726	1.67							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	1994.30	2,326	0.86							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	1269.66	3,023	0.42							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	37708.72	2,023	18.64							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	38978.38	3,023	12.89							
March 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	6872.34	4,874	1.41							
March 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	13173.36	3,352	3.93							
March 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	48945.33	5,481	8.93							
March 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	17410.38	5,746	3.03							
March 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	16566.50	850	19.49							
March 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	1350.42	426	3.17							
March 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	14697.27	3,983	3.69							
March 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2471.67	2,841	0.87							
March 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	3565.76	1,013	3.52							
March 2015	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	192	234	82.05%							
March 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	5	13	38.46%							
March 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	96	147	65.31%							
March 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	192	196	97.96%							
March 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	5	5	100.00%							
March 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	96	98	97.96%							
March 2015	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	8.04	3	2.41							
March 2015	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	17.04	15	1.08							
March 2015	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	3	3	100.00%							
March 2015	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	85	85	100.00%							
March 2015	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	189	189	100.00%							
March 2015	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	3	3	100.00%							
March 2015	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	60	60	100.00%							
March 2015	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	39	39	100.00%							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	Modified Z Score	Parity Score
March 2015	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	4	4	100.00%							
March 2015	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	3	3	100.00%							
February 2015	Billing	BI-2	Invoices Delivered within 10 Days		Parity by Design	All	153	153	100.00%							
February 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	211,039	211,039	100.00%							
February 2015	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,296	1,296	100.00%							
February 2015	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	415	416	99.76%	4.90%	5,187	5,228	99.22%	8.82%	-1.210288	-1.735803
February 2015	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,296	1,296	100.00%							
February 2015	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,331,061	3,217,149	1.04							
February 2015	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	931.39	4,812	0.19							
February 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR		Diagnostic	N/A	27,320	27,360	99.85%							
February 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	27,360	27,360	100.00%							
February 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	27,315	27,360	99.84%							
February 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	38,880	38,880	100.00%							
February 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	37,860	37,860	100.00%							
February 2015	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	20,160	20,160	100.00%							
February 2015	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
February 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3	3	100.00%	0.00%	2	3	66.67%	47.14%	-0.866025	-1.526506
February 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	2	100.00%							
February 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	4	50.00%	50.00%	2	3	66.67%	47.14%	-0.328072	-1.199454
February 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/ 24 hours	Business	Parity	N/A	3	3	100.00%	0.00%	25	33	75.76%	42.85%	-0.938083	-1.570314
February 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/ 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%	0.00%	101	178	56.74%	49.54%	-0.870699	-1.529348
February 2015	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/ MSA	SUB-LOOP UNBUNDLING	Parity	N/A	17.57	1	17.57	0.00	3312.05	111	29.50	26.20	-0.449314	-1.273164
February 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	5.52	3	1.57	1.30	4.31	1	4.31	0.00		
February 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3.36	2	1.48	0.35	4.56	1	4.56	0.00		
February 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	24.17	4	6.04	7.15	4.31	1	4.31	0.00		
February 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	59.26	11	5.24	2.35	7158.16	175	40.54	79.53	-1.429853	-1.869289
February 2015	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/ MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	0.00%						
February 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	3	33.33%	47.14%	0	3	0.00%	0.00%	0	-1
February 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	2	0.00%	0.00%	0	1	0.00%	0.00%		
February 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	4	0.00%	0.00%	0	3	0.00%	0.00%		
February 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	11	0.00%	0.00%	27	202	13.37%	34.03%	-1.26866	-1.77129
February 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3	86	3.49%	18.35%	3	256	1.17%	10.76%	0.954155	-0.419915
February 2015	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,068	0.00%		0	15,240	0.00%			
February 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	90	0.00%		155	22,438	0.69%	8.28%	-0.789643	-1.480069
February 2015	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	1	11	9.09%	28.75%	3	250	1.20%	10.89%	0.998246	-0.39311
February 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	1,092	0.18%	4.28%	1	72	1.39%	11.70%	-0.846755	-1.51479
February 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	404	0.00%		1	72	1.39%	11.70%	-0.927736	-1.564023
February 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	4	992	0.40%	6.34%	3	256	1.17%	10.76%	-1.018863	-1.619425
February 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	11	6,663	0.17%	4.06%	202	35,277	0.57%	7.55%	-4.043271	-3.458134
February 2015	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	984	0.00%	0.01%						-2.994146
February 2015	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	888	0.00%	0.00%						-3
February 2015	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Diagnostic	N/A	1	1,032	0.11%							
February 2015	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Diagnostic	N/A	0	888	0.00%							
February 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	296	8	37.00	0.00						
February 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	55	2	27.50	24.75	11,576	37	312.86	557.23	-0.705419	-1.428864
February 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	8	0.00%	0.00%						
February 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	2	2	100.00%	0.00%	11	37	29.73%	45.71%	3.719016	1.261001
February 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	11	12	91.67%							
February 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	1	2	50.00%							
February 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	6	8	75.00%	43.30%						
February 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	25	25	100.00%							
February 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	3	1	3.00							
February 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	4	2	2.00							
February 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	34	8	4.25							
February 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	120	25	4.80							
February 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	12	12	100.00%	0.00%						
February 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	2	100.00%	0.00%						
February 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	8	8	100.00%	0.00%						
February 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	26	26	100.00%	0.00%	182	193	94.30%	23.18%	-1.176803	-1.715446
February 2015	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	1	1	100.00%							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	Modified Z Score	Parity Score
February 2015	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	348	348	100.00%							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	3665.16	20,362	0.18							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	7627.24	12,302	0.62							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	11292.40	20,362	0.55							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1093.06	3,526	0.31							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1165.39	3,526	0.33							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	294.32	1,132	0.26							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4202.88	1,056	3.98							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4497.20	1,132	3.97							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2228.48	3,482	0.64							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	6175.06	2,182	2.83							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	8403.54	3,482	2.41							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	5134.50	8,150	0.63							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	4968.00	4,320	1.15							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	10102.50	8,150	1.24							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	587.40	660	0.89							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	362.45	576	0.63							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	949.85	660	1.44							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1582.86	5,106	0.31							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	4595.40	10,212	0.45							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	6178.26	5,106	1.21							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	49.86	831	0.06							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1001.70	2,862	0.35							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1047.06	831	1.26							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2098.62	2,862	0.73							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	1605.20	4,013	0.40							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	43016.63	2,329	18.47							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	44621.83	4,013	11.12							
February 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10598.40	6,729	1.58							
February 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	18251.54	4,621	3.95							
February 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	50475.20	5,893	8.57							
February 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26950.59	7,526	3.58							
February 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	18633.37	959	19.43							
February 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	6099.72	1,589	3.84							
February 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19416.72	5,404	3.59							
February 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2307.10	3,482	0.66							
February 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Connecting Fac Assign XML)	XML Request/Response	Diagnostic	N/A	6211.16	1,716	3.62							
February 2015	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	253	291	86.94%							
February 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	6	33.33%							
February 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	126	246	51.22%							
February 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	253	257	98.44%							
February 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	2	100.00%							
February 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	126	126	100.00%							
February 2015	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	1.04	1	1.04							
February 2015	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	45.22	30	1.31							
February 2015	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	2	2	100.00%							
February 2015	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	109	109	100.00%							
February 2015	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	242	242	100.00%							
February 2015	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	4	4	100.00%							
February 2015	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	131	132	99.24%							
February 2015	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	35	35	100.00%							
February 2015	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
February 2015	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	5	5	100.00%							
February 2015	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	0	4	0.00%	0.00%	1	6	16.67%	37.27%	-0.253347	-1.154024
January 2015	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	172	172	100.00%							
January 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	211,732	211,732	100.00%							
January 2015	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,330	1,330	100.00%							
January 2015	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	346	346	100.00%	0.00%	4,604	4,652	98.97%	10.11%	-1.832368	-2.114001
January 2015	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Diagnostic	N/A	1,214	1,214	100.00%							
January 2015	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,264,971	3,112,976	1.05							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	Modified Z Score	Parity Score
January 2015	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1026.37	5,323	0.19							
January 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,420	30,420	100.00%							
January 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,420	30,420	100.00%							
January 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,420	30,420	100.00%							
January 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,140	43,140	100.00%							
January 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,925	41,925	100.00%							
January 2015	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	22,500	22,500	100.00%							
January 2015	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
January 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	1	2	50.00%	50.00%	-0.816497	-1.496395
January 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	3	4	75.00%							
January 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	2	3	66.67%							
January 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	8	10	80.00%	40.00%	1	2	50.00%	50.00%	-0.774597	-1.470921
January 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/ 24 hours	Business	Parity	N/A	2	5	40.00%	48.99%	31	57	54.39%	49.81%	0.157002	-0.904549
January 2015	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	25.06	1	25.06	0.00	12536:23	79	158:41	293:24	-0.452451	-1.275071
January 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2:27	1	2:27	0.00	5:56	1	5:56	0.00		
January 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	13:33	4	3:23	1:35						
January 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	7:44	3	2:35	1:21						
January 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	31:31	10	3:09	2:06	5:56	1	5:56	0.00		
January 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	395:10	38	10:24	10:38	24053:46	319	75:24	173:09	-2.187638	-2.32999
January 2015	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	10	80	12.50%	33.07%	-0.375624	-1.228363
January 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	0	2	0.00%	0.00%		
January 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	4	50.00%	50.00%						
January 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	3	0.00%	0.00%						
January 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	10	0.00%	0.00%	0	2	0.00%	0.00%		
January 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	3	38	7.89%	26.97%	46	346	13.29%	33.95%	-0.930678	-1.565812
January 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	86	1.16%	10.72%	2	267	0.75%	8.62%	-0.172472	-1.104855
January 2015	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,116	0.00%		1	15,648	0.01%	0.80%	-0.660621	-1.401629
January 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	92	1.09%	10.37%	278	22,859	1.22%	10.96%	-0.112831	-1.068597
January 2015	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	10	0.00%		2	261	0.77%	8.72%	-0.27271	-1.165796
January 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4	1,133	0.35%	5.93%	0	75	0.00%		-0.75071	-1.456399
January 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	3	429	0.70%	8.33%	0	75	0.00%		-0.295163	-1.179446
January 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	10	991	1.01%	9.99%	2	267	0.75%	8.62%	-0.037364	-1.022715
January 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	38	6,781	0.56%	7.46%	345	35,767	0.96%	9.77%	-3.122247	-2.898192
January 2015	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	56	80	70.00%	45.83%	0.499703	-0.696202
January 2015	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	1,032	0.00%	0.00%						-3
January 2015	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	888	0.00%	0.00%						-3
January 2015	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,032	0.00%							
January 2015	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	888	0.00%							
January 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	136	8	17.00	0.00						
January 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	25	1	25.00	0.00	10,999	36	305.53	558.37	-0.495567	-1.301283
January 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	8	0.00%	0.00%						
January 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	1	1	100.00%	0.00%	12	36	33.33%	47.14%	3.719016	1.261001
January 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%							
January 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	6	6	100.00%	0.00%		
January 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	11	11	100.00%							
January 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	6	6	100.00%	0.00%						
January 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	30	33	90.91%							
January 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	10	2	5.00							
January 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	3	1	3.00							
January 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	25	5	5.00							
January 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	134	26	5.15							
January 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	7	7	100.00%	0.00%		
January 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	11	11	100.00%	0.00%						
January 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	6	6	100.00%	0.00%						
January 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	33	33	100.00%	0.00%	161	174	92.53%	26.29%	-1.496598	-1.909867
January 2015	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	261	261	100.00%							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	3886.34	25,437	0.15							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	10800.68	15,787	0.68							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	14687.02	25,437	0.58							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1331.61	4,655	0.29							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	Modified Z Score	Parity Score
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1453.83	4,655	0.31							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	374.62	1,355	0.28							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00	1,200	3.98							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5150.62	1,355	3.80							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2133.14	3,746	0.57							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	10742.00	2,368	4.54							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	12875.14	3,746	3.44							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	5296.08	9,318	0.57							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	11782.08	9,318	1.26							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1273.29	1,651	0.77							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	566.43	704	0.80							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	1839.72	1,651	1.11							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1856.93	6,749	0.28							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	3875.19	11,674	0.33							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	5732.12	6,749	0.85							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	72.72	1,001	0.07							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1010.69	3,138	0.32							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1238.87	1,001	1.24							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2322.28	3,138	0.74							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1592.75	4,511	0.35							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	61210.50	3,139	19.50							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	62803.25	4,511	13.92							
January 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	13467.28	7,502	1.80							
January 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	21548.35	5,165	4.17							
January 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	58928.01	6,528	9.03							
January 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	30816.87	8,380	3.68							
January 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	20939.90	1,070	19.57							
January 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	7068.80	1,792	3.94							
January 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	23791.41	6,051	3.93							
January 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2373.30	3,838	0.62							
January 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	7283.59	1,949	3.74							
January 2015	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	330	376	87.77%							
January 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	3	17	17.65%							
January 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	106	147	72.11%							
January 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	330	330	100.00%							
January 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	3	3	100.00%							
January 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	106	106	100.00%							
January 2015	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	21.34	15	1.26							
January 2015	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	3	3	100.00%							
January 2015	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	95	95	100.00%							
January 2015	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	323	323	100.00%							
January 2015	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	14	14	100.00%							
January 2015	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	47	47	100.00%							
January 2015	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	42	42	100.00%							
January 2015	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
January 2015	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	8	8	100.00%							
January 2015	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	1	6	16.67%	37.27%	0	7	0.00%	0.00%		
December 2014	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	163	163	100.00%							
December 2014	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	214,202	218,613	97.98%							
December 2014	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,272	1,272	100.00%							
December 2014	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	368	368	100.00%	0.00%	4,685	4,736	98.92%	10.32%	-1.92799	-2.172135
December 2014	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Diagnostic	N/A	1,272	1,272	100.00%							
December 2014	Collocation	CP-2B	Non-Forecasted and Late Forecasted Collocations	All	Diagnostic	N/A	1	1	100.00%							
December 2014	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	1	1	100.00%							
December 2014	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,594,360	3,453,042	1.04							
December 2014	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	979.83	5,050	0.19							
December 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
December 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
December 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	Modified Z Score	Parity Score
December 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
December 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
December 2014	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	22,860	22,860	100.00%							
December 2014	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
December 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	1	1	100.00%	0.00%	0	-1
December 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
December 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	4	5	80.00%							
December 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	2	50.00%							
December 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	5	8	62.50%	48.41%	1	1	100.00%	0.00%	-0.430727	-1.261864
December 2014	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/ MSA	Residence	Parity	N/A	5.54	1	5.54	0.00	11046.24	205	53.53	53.27	-0.895618	-1.544497
December 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	6.08	1	6.08	0.00	3.05	1	3.05	0.00		
December 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	2.15	1	2.15	0.00						
December 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	34.09	5	6.50	8.33						
December 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	35.37	2	17.49	23.15						
December 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	30.20	8	3.47	1.49	3.05	1	3.05	0.00		
December 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	737.55	29	25.27	55.13	24122.47	341	70.44	116.15	-2.014325	-2.224622
December 2014	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/ MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	42	216	19.44%	39.58%	-0.49017	-1.298002
December 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	0	1	0.00%	0.00%	0	-1
December 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
December 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	5	20.00%	40.00%						
December 2014	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%						
December 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	8	0.00%	0.00%	0	1	0.00%	0.00%		
December 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	5	29	17.24%	37.77%	64	376	17.02%	37.58%	-0.177402	-1.107853
December 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	84	1.19%	10.85%	1	267	0.37%	6.11%	0.197085	-0.880181
December 2014	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	11,996	0.01%	0.91%	0	15,096	0.00%			
December 2014	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	90	1.11%	10.48%	303	23,161	1.31%	11.36%	-0.16426	-1.099863
December 2014	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	14	0.00%		1	261	0.38%	6.18%	-0.226064	-1.137437
December 2014	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5	1,147	0.44%	6.59%	0	75	0.00%		-0.607264	-1.36919
December 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	436	0.46%	6.76%	0	75	0.00%		-0.606035	-1.368443
December 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	8	980	0.82%	9.00%	1	267	0.37%	6.11%	0.269111	-0.836392
December 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	29	6,845	0.42%	6.50%	376	36,126	1.04%	10.15%	-4.61293	-3.804462
December 2014	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/ MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	148	216	68.52%	46.44%	-0.676271	-1.411143
December 2014	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	936	0.00%	0.00%						-3
December 2014	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	888	0.00%	0.00%						-3
December 2014	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Diagnostic	N/A	0	936	0.00%							
December 2014	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Diagnostic	N/A	0	888	0.00%							
December 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	4	1	4.00	0.00	11,790	46	256.30	493.80	-0.505478	-1.307309
December 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	1	1	100.00%	0.00%	13	46	28.26%	45.03%	3.719016	1.261001
December 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	4	6	66.67%							
December 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	12	12	100.00%	0.00%						
December 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	21	23	91.30%							
December 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	21	5	4.20							
December 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	46	12	3.83							
December 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	68	18	3.78							
December 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	6	6	100.00%	0.00%						
December 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	12	12	100.00%	0.00%						
December 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	23	23	100.00%	0.00%	167	180	92.78%	25.89%	-1.259986	-1.766017
December 2014	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	246	246	100.00%							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	5087.64	32,180	0.16							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	11823.60	18,256	0.65							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	16911.24	32,180	0.53							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1725.19	6,060	0.28							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1867.81	6,060	0.31							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	686.53	2,353	0.29							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00	1,200	3.98							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5462.53	2,353	2.32							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2788.63	4,927	0.57							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	12492.16	2,647	4.72							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	15280.79	4,927	3.10							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	6728.37	11,820	0.57							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	Modified Z Score	Party Score
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5.640	1.15							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	13214.37	11.820	1.12							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1830.39	2.344	0.78							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	639.13	800	0.80							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2469.52	2.344	1.05							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	2238.94	7.811	0.29							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	4557.09	12.594	0.36							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	6796.03	7.811	0.87							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	82.15	1.111	0.07							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1367.85	4.269	0.32							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1374.01	1.112	1.24							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2824.01	4.269	0.66							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2077.69	5.756	0.36							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	68068.80	3.480	19.56							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	70146.49	5.756	12.19							
December 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	12743.24	7.240	1.76							
December 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	19395.63	5.002	3.88							
December 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	60353.58	6.342	9.52							
December 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	29881.76	8.096	3.69							
December 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	20137.15	1.045	19.27							
December 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	7098.72	1.679	4.23							
December 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	22593.24	5.788	3.80							
December 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2323.36	3.775	0.62							
December 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Connecting Fac Assign XML)	XML Request/Response	Diagnostic	N/A	7289.89	1.842	3.96							
December 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	171	213	80.28%							
December 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1	1	100.00%							
December 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	122	153	79.74%							
December 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	171	177	96.61%							
December 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1	1	100.00%							
December 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate	Diagnostic	N/A	122	123	99.19%							
December 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	4.00	12	0.20							
December 2014	Pre-Ordering	PO-5A(4)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	1	1	100.00%							
December 2014	Pre-Ordering	PO-5A(4b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	113	113	100.00%							
December 2014	Pre-Ordering	PO-5A(4c)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	159	159	100.00%							
December 2014	Pre-Ordering	PO-5B(4)	FOCs on Time for Electronic Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	36	36	100.00%							
December 2014	Pre-Ordering	PO-5B(4c)	FOCs on Time for Electronic Manual LSRs	LNP	Benchmark	90.00%	39	39	100.00%							
December 2014	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	0	4	0.00%							
										0.00%	0	14	0.00%	0.00%		