

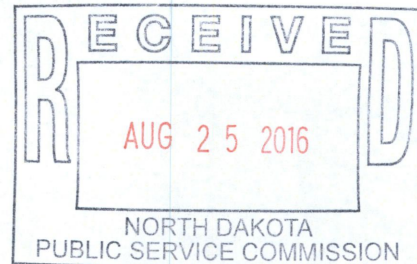
CenturyLink
220 N 5th Street
Bismarck, North Dakota 58501
701 222 7051
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Kent Blickensderfer
State Legislative Affairs Director



August 25, 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-16-3**

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 July 2015 through July 2016; and
2. Payment Report for the month of June 2016.

Sincerely,

A handwritten signature in black ink, appearing to read "KA Blick", written over a white background.

Kent Blickensderfer
State Legislative Affairs Director

KB/bardm

Enclosures

16 PU-16-3 Filed: 8/25/2016 Pages: 28
Performance results July 2015 - July 2016 &
Payment Report- June 2016

Qwest Corporation

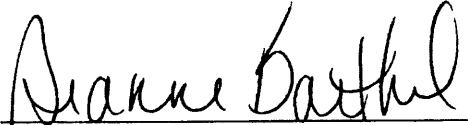
CERTIFICATE OF SERVICE

I hereby certify that on this 25th day of August, 2016, the foregoing Performance Results Report for the months of July 2015 through July 2016 and the Payment Report for the month of June 2016 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


Dianne Barthel

NORTH DAKOTA PAP SUMMARY - JUNE 2016

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



Qwest Corporation (Qwest or CTL-Q) Performance Results

North Dakota July 2015 - July 2016

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

August 9, 2016

CenturyLink QC Performance Results – Current 271 PID

July 2016 PAP Aggregate Performance Report ND.xls

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	GLEC Numerator	GLEC Denominator	GLEC Result	Standard Deviation	Modified Z Score	Party Score					
July 2016	Billing	BI-2	Invoices Delivered within 10 Days	UIEs and Resale Aggregate	Diagnostic	N/A	172,053	176	100.00%								
July 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	778	778	100.00%								
July 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	UIEs and Resale Aggregate	Diagnostic	N/A	283	283	99.65%								
July 2016	Billing	BI-4A	UIEs and Resale Aggregate	Reciprocal Compensation	Diagnostic	N/A	778	778	100.00%								
July 2016	Database Updates	DB-16	All	Directory Listing	Diagnostic	N/A	3,148,839	2,983,806	1.05	5.93%	4,477	4,507	99.33%	8.15%	-0.62987	-1.380988	
July 2016	Database Updates	DB-1C-1	All	IMAGUI	Diagnostic	N/A	738,07	738,07	100.00%								
July 2016	Electronic Gateway Availability	GK-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%								
July 2016	Electronic Gateway Availability	GK-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%								
July 2016	Electronic Gateway Availability	GK-3	Gateway Availability - Repair	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%								
July 2016	Electronic Gateway Availability	GK-3	Gateway Availability - Repair	IMAGUI	Diagnostic	N/A	42,840	42,840	100.00%								
July 2016	Electronic Gateway Availability	GK-4	System Availability - ASR	EXACT	Diagnostic	N/A	41,565	41,565	100.00%								
July 2016	Electronic Gateway Availability	GK-7	Timely Outage Resolution after Software Releases	EXACT	Diagnostic	N/A	21,600	21,600	100.00%								
July 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Diagnostic	N/A	0	0	100.00%								
July 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	6	6	66.67%								
July 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - 2 Wire Non-Loaded	Diagnostic	N/A	1	1	25.00%								
July 2016	Maintenance and Repair	MR-5X	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Diagnostic	N/A	10	10	48.89%								
July 2016	Maintenance and Repair	MR-5X	Out of Service Cleared w/ 24 hours	Business	Diagnostic	N/A	1	1	20.00%								
July 2016	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	119	119	40.00%								
July 2016	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Diagnostic	N/A	5	5	1.19								
July 2016	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	12	12	4.18								
July 2016	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Diagnostic	N/A	15213	15213	40.31								
July 2016	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Diagnostic	N/A	17332	17332	18	8.38							
July 2016	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Diagnostic	N/A	67144	67144	70	9.36							
July 2016	Maintenance and Repair	MR-3	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Diagnostic	N/A	1	1	11.95%								
July 2016	Maintenance and Repair	MR-3	Trouble Rate	LSB Trunk	Diagnostic	N/A	0	0	0.00%								
July 2016	Maintenance and Repair	MR-3	Trouble Rate	Sub-Loop Unbundling	Diagnostic	N/A	59	59	0.00%								
July 2016	Maintenance and Repair	MR-3	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	1	0.00%								
July 2016	Maintenance and Repair	MR-3	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	12	12	838	1.43%							
July 2016	Maintenance and Repair	MR-3	Trouble Rate	Unbundled Loop - DS1 Capable	Diagnostic	N/A	4	4	295	1.36%							
July 2016	Maintenance and Repair	MR-3	Trouble Rate	Unbundled Loop Analog	Diagnostic	N/A	792	792	2.27%								
July 2016	Maintenance and Repair	MR-3	Trouble Rate	Unbundled Loop Analog	Diagnostic	N/A	70	70	5.62	1.26%							
July 2016	Network Performance	NP-1A	Trunk Blockage to CTL-Q Tandem Oic w/ TCSR excl	LSB Trunk	Diagnostic	N/A	0	0	1.392	0.00%							
July 2016	Network Performance	NP-1C	Trunk Blockage to CTL-Q Tandem Oic w/ TCSR excl	LSB Trunk	Diagnostic	N/A	0	0	1.392	0.00%							
July 2016	Network Performance	NP-1D	Trunk Blockage to CTL-Q End Oic w/ TCSR excl	Unbundled Loop Analog	Diagnostic	N/A	0	0	0.00%								
July 2016	Ordering and Provisioning	OP-15A	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Diagnostic	N/A	340	340	3	116.33							
July 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Diagnostic	N/A	3	3	100.00%								
July 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Diagnostic	N/A	8	8	88.89%								
July 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Diagnostic	N/A	9	9	90.00%								
July 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Diagnostic	N/A	18	18	2	3.00							
July 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Diagnostic	N/A	51	51	5.10								
July 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Diagnostic	N/A	458	458	100.00%								
July 2016	Ordering and Provisioning	PO-1HMA GUI	Pre-Order Response Time (Address Validation)	REQUEST	Benchmark	N/A	18,412	0.33									
July 2016	Ordering and Provisioning	PO-1HMA GUI	Pre-Order Response Time (Address Validation)	RESPONSE	Benchmark	N/A	6405.98	12,975	1.20								
July 2016	Ordering and Provisioning	PO-1HMA GUI	Pre-Order Response Time (Address Validation)	TOTAL	Diagnostic	N/A	15,570.00	18,412	1.13								
July 2016	Ordering and Provisioning	PO-1HMA GUI	Pre-Order Response Time (Appl. Scheduler)	REQUEST	Benchmark	N/A	3,976.63	4,216	0.74								
July 2016	Ordering and Provisioning	PO-1HMA GUI	Pre-Order Response Time (Appl. Scheduler)	RESPONSE	Benchmark	N/A	70.51	1,711	0.92								
July 2016	Ordering and Provisioning	PO-1HMA GUI	Pre-Order Response Time (Appl. Scheduler)	TOTAL	Diagnostic	N/A	1,200.90	1,295	1.02								
July 2016	Ordering and Provisioning	PO-1HMA GUI	Pre-Order Response Time (Facility Assignment)	REQUEST	Benchmark	N/A	3,120.92	3,968	0.82								
July 2016	Ordering and Provisioning	PO-1HMA GUI	Pre-Order Response Time (Facility Assignment)	RESPONSE	Benchmark	N/A	6,219.67	3,869	2.13								
July 2016	Ordering and Provisioning	PO-1HMA GUI	Pre-Order Response Time (Facility Check)	TOTAL	Diagnostic	N/A	11,340.59	3,869	2.88								
July 2016	Ordering and Provisioning	PO-1HMA GUI	Pre-Order Response Time (Facility Check)	REQUEST	Benchmark	N/A	8,046.80	7,740	1.04								
July 2016	Ordering and Provisioning	PO-1HMA GUI	Pre-Order Response Time (Get CSR)	RESPONSE	Benchmark	N/A	6,893.64	5,892	1.17								

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CT-Q Numerator	CT-Q Denominator	CT-Q Result	CT-Q Standard Deviator	Paity Score	
July 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (Mail CSR)	TOTAL	Diagnostic	N/A	1484324	7740	1.93							
July 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (Mail Post Inquiry)	REQUEST	Diagnostic	N/A	230530	1088	2.10							
July 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (Mail Post Inquiry)	RESPONSE	Diagnostic	N/A	620,18	1,167	0.54							
July 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (Mail Post Inquiry)	TOTAL	Diagnostic	N/A	2835,98	1,088	2.67							
July 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (Generic Availability)	REQUEST	Diagnostic	N/A	3619,82	6,703	0.54							
July 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (Generic Availability)	RESPONSE	Diagnostic	N/A	7515,84	12,558	0.58							
July 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (Generic Availability)	TOTAL	Diagnostic	N/A	11135,26	6,703	1.66							
July 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	240,46	1,050	0.22							
July 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	794,00	1,865	0.40							
July 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	1214,12	1,985	1.27							
July 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (Loop Qual Tool)	REQUEST	Diagnostic	N/A	2264,50	3,487	0.67							
July 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (Loop Qual Tool)	RESPONSE	Diagnostic	N/A	5236,29	3,487	1.51							
July 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (Loop Qual Tool)	TOTAL	Diagnostic	N/A	8462,80	3,487	2.42							
July 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	6542,20	4,518	1.40							
July 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8594,20	4,588	1.70							
July 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (Appl. Scheduler XML)	XML Request/Response	Diagnostic	N/A	67213,80	6,815	8.72							
July 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	26312,00	6,325	4.16							
July 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (Mail CSR XML)	XML Request/Response	Diagnostic	N/A	46848,20	3,380	13.89							
July 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	3807,80	780	5.01							
July 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (Generic Avail XML)	XML Request/Response	Diagnostic	N/A	15284,88	4,889	3.12							
July 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3862,80	3,219	1.20							
July 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (Connecting Fac Assign XML)	XML Request/Response	Diagnostic	N/A	5632,88	1,628	3.46							
July 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-OTS	Diagnostic	N/A	125	177	0.70							
July 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	52	9	55.58%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	LTP	Diagnostic	N/A	125	127	69.33%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Resale Aggregate W/O UNE-P-OTS	Diagnostic	N/A	5	5	86.43%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	52	52	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Product Aggregate	Diagnostic	N/A	14,51	11	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Resale Aggregate	Diagnostic	N/A	4	4	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loop AGC-EELS	Benchmark	95.00%	47	47	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loop AGC-EELS	Benchmark	95.00%	117	117	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Resale Aggregate	Benchmark	90.00%	1	1	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loop AGC-EELS	Benchmark	90.00%	24	24	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loop AGC-EELS	Benchmark	90.00%	38	38	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	LTP	Benchmark	90.00%	7	7	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Benchmark	85.00%	148	148	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity By Design	N/A	148	148	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Diagnostic	N/A	177,330	177,330	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	737	737	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	273	273	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	737	737	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	3,210,383	3,071,388	1.05							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	933,45	4,485	0.21							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							
July 2016	Pre-Ordering	PO-2B	All Pre-Ordering LSRs	Unbundled Loops and Number Portability	Paity	N/A	28,520	28,520	100.00%							

Month	PID Category	PID Title	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	Painy Score
June 2016	Maintenance and Repair	Mean Time to Restore Interval Zone 2	Unbundled Loop - ADSL COMPATIBLE	NA	646	3	215	0.33	1126	2	543	2.17	-0.01823	-1.011079
June 2016	Maintenance and Repair	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	NA	2017	9	215	2.14	2450120	458	6735	37.50%	-3.860288	-3.407684
June 2016	Maintenance and Repair	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	NA	9058	16	541	4.21	2147	55	18.92%	37.50%	-0.450843	-1.273971
June 2016	Maintenance and Repair	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	NA	52548	45	1141	0.00%	9	50	18.00%	38.42%	-0.463965	-1.262034
June 2016	Maintenance and Repair	Repair Report Rate-Dep w/ MSA	Residence	NA	0	1	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2016	Maintenance and Repair	Repair Report Rate-Dep w/ MSA	Residence	NA	0	3	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2016	Maintenance and Repair	Repair Report Rate-Dep on MSA	Unbundled Loop - ADSL COMPATIBLE	NA	1	1	100.00%	11.11%	82	478	37.70%	37.70%	-1.028124	-1.625065
June 2016	Maintenance and Repair	Repair Report Rate-Dep on MSA	Unbundled Loop - 2 Wire Non-Loaded	NA	4	18	25.00%	43.30%	2	208	0.96%	9.76%	-0.731561	-1.444757
June 2016	Maintenance and Repair	Repair Report Rate-Dep on MSA	Unbundled Loop - DS1 Capable	NA	5	45	11.11%	31.43%	0	12,539	2.12%	14.41%	0.363391	-0.778074
June 2016	Maintenance and Repair	Repair Report Rate-Dep on MSA	Enhanced Extended Loop - DS1 Capable	NA	0	75	0.00%	0.00%	0	208	0.96%	9.76%	-0.731561	-1.444757
June 2016	Maintenance and Repair	Trouble Rate	LIS Trunk	NA	11,684	0	0.00%	18.10%	385	18,139	2.12%	14.41%	0.363391	-0.778074
June 2016	Maintenance and Repair	Trouble Rate	Residence	NA	2	59	3.39%	0.00%	2	208	0.96%	9.76%	-0.731561	-1.444757
June 2016	Maintenance and Repair	Trouble Rate	SUB-LOOP UNBUNDLING	NA	0	11	0.00%	0.00%	0	208	0.96%	9.76%	-0.731561	-1.444757
June 2016	Maintenance and Repair	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	NA	3	840	0.36%	5.97%	0	57	0.09%	0.09%	-0.819317	-1.589895
June 2016	Maintenance and Repair	Trouble Rate	UNBUNDLED LOOP - 2 Wire Non-Loaded	NA	9	302	2.98%	17.00%	0	57	0.09%	0.09%	-0.819317	-1.589895
June 2016	Maintenance and Repair	Trouble Rate	UNBUNDLED LOOP - DS1 Capable	NA	18	608	2.98%	13.93%	2	214	0.93%	9.62%	0.817079	-0.503251
June 2016	Maintenance and Repair	Trouble Rate	UNBUNDLED Loop Analog	NA	45	5,467	0.82%	9.01%	478	20,386	1.63%	12.85%	-4.350665	-3.645162
June 2016	Maintenance and Repair	Repair/Appointments Met-Dep w/ MSA	Residence	NA	0	1	100.00%	0.00%	244	325	75.00%	43.26%	-0.575282	-1.349746
June 2016	Maintenance and Repair	Repair/Appointments Met-Dep w/ MSA	Residence	NA	0	1	0.00%	0.00%	29	50	58.00%	49.35%	0.172881	-0.884898
June 2016	Network Performance	Trunk Backlogs to CTL-Q Trunk Oic-w/ TOSR act	LIS Trunk	NA	0	1	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2016	Network Performance	Trunk Backlogs to CTL-Q Trunk Oic-w/ TOSR act	LIS Trunk	NA	0	888	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2016	Network Performance	Trunk Backlogs to CTL-Q Trunk Oic-w/ TOSR act	LIS Trunk	NA	0	1,392	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2016	Ordering and Provisioning	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	NA	289	3	96.33	37.53	7,647	30	251.67	374.30	-0.760509	-1.480595
June 2016	Ordering and Provisioning	Pending Orders Delayed for Facilities	Unbundled Loop Analog	NA	3	3	100.00%	0.00%	12	12	40.00%	48.89%	3.718016	1.291001
June 2016	Ordering and Provisioning	Interval Zone 2 Areas	Enhanced Extended Loop - DS1 Capable	Benchmark	90.00%	1	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	0.00%
June 2016	Ordering and Provisioning	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	2	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2016	Ordering and Provisioning	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	13	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2016	Ordering and Provisioning	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	90.00%	2	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2016	Ordering and Provisioning	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	14	15	83.33%	0	0	0.00%	0.00%	0.00%	0.00%
June 2016	Ordering and Provisioning	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	6	2	3.00	0	0	0.00%	0.00%	0.00%	0.00%
June 2016	Ordering and Provisioning	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	39	13	3.00	0	0	0.00%	0.00%	0.00%	0.00%
June 2016	Ordering and Provisioning	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	4	1	4.00	0	0	0.00%	0.00%	0.00%	0.00%
June 2016	Ordering and Provisioning	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	15	5.07	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2016	Ordering and Provisioning	New Service Installation Quality	LIS Trunk	NA	76	1	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	0.00%
June 2016	Ordering and Provisioning	New Service Installation Quality	LIS Trunk	NA	2	3	66.67%	47.14%	0	0	0.00%	0.00%	0.00%	0.00%
June 2016	Ordering and Provisioning	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	NA	13	13	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2016	Ordering and Provisioning	New Service Installation Quality	Unbundled Loop - DS1 Capable	NA	2	2	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2016	Ordering and Provisioning	New Service Installation Quality	Unbundled Loop Analog	NA	14	15	93.33%	24.94%	180	189	94.87%	22.45%	-0.207873	-1.128256
June 2016	Pre-Ordering	Number Portability Timeliness without Loop Cord	LMP	Benchmark	95.00%	900	900	100.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2016	Pre-Ordering	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	693.28	19,392	19,392	0.34	0	0	0.00%	0.00%	0.00%	0.00%
June 2016	Pre-Ordering	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	15971.10	12,810	1,21	1.21	0	0	0.00%	0.00%	0.00%	0.00%
June 2016	Pre-Ordering	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	2214.38	19,392	1,15	1.15	0	0	0.00%	0.00%	0.00%	0.00%
June 2016	Pre-Ordering	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	3155.35	4,295	0.73	0.73	0	0	0.00%	0.00%	0.00%	0.00%
June 2016	Pre-Ordering	Pre-Order Response Times (Appt. Scheduler)	RESPONSE	Diagnostic	3601.79	4,295	0.84	0.84	0	0	0.00%	0.00%	0.00%	0.00%
June 2016	Pre-Ordering	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	1313.96	1,783	0.42	0.42	0	0	0.00%	0.00%	0.00%	0.00%
June 2016	Pre-Ordering	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	2092.82	1,228	1.07	1.07	0	0	0.00%	0.00%	0.00%	0.00%
June 2016	Pre-Ordering	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	3199.32	3,788	0.84	0.84	0	0	0.00%	0.00%	0.00%	0.00%
June 2016	Pre-Ordering	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	6686.60	3,805	2.12	2.12	0	0	0.00%	0.00%	0.00%	0.00%
June 2016	Pre-Ordering	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	11256.92	3,798	1.04	1.04	0	0	0.00%	0.00%	0.00%	0.00%
June 2016	Pre-Ordering	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	8027.76	7,719	1.16	1.16	0	0	0.00%	0.00%	0.00%	0.00%
June 2016	Pre-Ordering	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	6672.32	5,752	1.90	1.90	0	0	0.00%	0.00%	0.00%	0.00%
June 2016	Pre-Ordering	Pre-Order Response Times (Q4 CSR)	REQUEST	Diagnostic	14700.08	7,719	1.90	1.90	0	0	0.00%	0.00%	0.00%	0.00%
June 2016	Pre-Ordering	Pre-Order Response Times (Q4 CSR)	RESPONSE	Diagnostic	1028.24	1,028	2.24	2.24	0	0	0.00%	0.00%	0.00%	0.00%
June 2016	Pre-Ordering	Pre-Order Response Times (Q4 CSR)	TOTAL	Diagnostic	658.90	1,188	0.55	0.55	0	0	0.00%	0.00%	0.00%	0.00%

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CT-Q Numerator	CT-Q Denominator	CT-Q Result	CT-Q Standard Deviator	Modified Z Score	Paily Score
June 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (Email Deal Inquiry)	TOTAL	Diagnostic	N/A	2957.14	1,028	2.88							
June 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3543.05	6,685	0.53							
June 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7339.92	13,107	0.56							
June 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	10882.97	6,685	1.63							
June 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	258.00	1,075	0.24							
June 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	785.97	1,917	0.41							
June 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1256.96	882	1.28							
June 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (Loop Out Tool)	TOTAL	Diagnostic	N/A	2300.83	1,917	1.20							
June 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (Loop Out Tool)	REQUEST	Diagnostic	N/A	346.40	3,465	0.68							
June 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (Loop Out Tool)	RESPONSE	Diagnostic	N/A	4981.70	2,682	1.80							
June 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (Loop Out Tool)	TOTAL	Diagnostic	N/A	5186.40	3,465	1.50							
June 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	5186.40	4,489	1.88							
June 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (App. Scheduler XML)	XML Request/Response	Diagnostic	N/A	6700.20	4,603	1.89							
June 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7779.07	6,835	8.92							
June 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	26255.49	6,287	4.17							
June 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (Loop Out Tool XML)	XML Request/Response	Diagnostic	N/A	4780.32	3,588	13.34							
June 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (Loop Out Tool XML)	XML Request/Response	Diagnostic	N/A	3855.20	784	5.05							
June 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15883.20	4,882	3.15							
June 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	3788.80	3,159	1.20							
June 2016	Pre-Ordering	PO-1:MA GUI	Pre-Order Response Times (Connecting Pric Assgn XML)	XML Request/Response	Diagnostic	N/A	5580.51	1,589	3.49							
June 2016	Pre-Ordering	PO-2A	All Electronic LSRs	LSP	Diagnostic	N/A	137	13	78.97%							
June 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-POTS	Diagnostic	N/A	79	100	79.00%							
June 2016	Pre-Ordering	PO-2B	All Pre-Ordering Single LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	127	139	98.56%							
June 2016	Pre-Ordering	PO-2B	All Pre-Ordering Single LSRs	Resale Aggregate W/O UNE-POTS	Diagnostic	N/A	4	4	100.00%							
June 2016	Pre-Ordering	PO-2B	All Pre-Ordering Single LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	79	79	100.00%							
June 2016	Pre-Ordering	PO-2C	LSRs received via Facsimile	Product Aggregate	Diagnostic	N/A	2212	2	1108							
June 2016	Pre-Ordering	PO-2C	LSRs received via Facsimile	Product Aggregate	Diagnostic	N/A	8725	23	348							
June 2016	Pre-Ordering	PO-2C	LSRs received via Facsimile	Resale Aggregate	Benchmark	85.00%	3	3	100.00%							
June 2016	Pre-Ordering	PO-2C	LSRs received via Facsimile	Resale Aggregate	Benchmark	85.00%	68	68	100.00%							
June 2016	Pre-Ordering	PO-2C	LSRs received via Facsimile	Resale Aggregate	Benchmark	85.00%	131	131	100.00%							
June 2016	Pre-Ordering	PO-2C	LSRs received via Facsimile	Resale Aggregate	Benchmark	85.00%	5	5	100.00%							
June 2016	Pre-Ordering	PO-2C	LSRs received via Facsimile	Resale Aggregate	Benchmark	85.00%	27	27	100.00%							
June 2016	Pre-Ordering	PO-2C	LSRs received via Facsimile	Resale Aggregate	Benchmark	85.00%	28	28	100.00%							
June 2016	Pre-Ordering	PO-2C	LSRs received via Facsimile	Resale Aggregate	Benchmark	85.00%	33	33	100.00%							
June 2016	Pre-Ordering	PO-2C	LSRs received via Facsimile	Resale Aggregate	Benchmark	85.00%	3	3	100.00%							
June 2016	Pre-Ordering	PO-2C	LSRs received via Facsimile	Resale Aggregate	Benchmark	85.00%	1	1	100.00%							
June 2016	Pre-Ordering	PO-2C	LSRs received via Facsimile	Resale Aggregate	Benchmark	85.00%	1	1	100.00%							
June 2016	Pre-Ordering	PO-2C	LSRs received via Facsimile	Resale Aggregate	Benchmark	85.00%	0	0	0.00%							
June 2016	Pre-Ordering	PO-2C	LSRs received via Facsimile	Resale Aggregate	Benchmark	85.00%	189	189	100.00%							
June 2016	Pre-Ordering	PO-2C	LSRs received via Facsimile	Resale Aggregate	Benchmark	85.00%	182,845	182,845	100.00%							
June 2016	Pre-Ordering	PO-2C	LSRs received via Facsimile	Resale Aggregate	Benchmark	85.00%	766	766	100.00%							
June 2016	Pre-Ordering	PO-2C	LSRs received via Facsimile	Resale Aggregate	Benchmark	85.00%	292	292	100.00%							
June 2016	Pre-Ordering	PO-2C	LSRs received via Facsimile	Resale Aggregate	Benchmark	85.00%	788	788	100.00%							
June 2016	Pre-Ordering	PO-2C	LSRs received via Facsimile	Resale Aggregate	Benchmark	85.00%	4,083,576	3,933,085	1.04							
June 2016	Pre-Ordering	PO-2C	LSRs received via Facsimile	Resale Aggregate	Benchmark	85.00%	84,174	4,083	0.21							
June 2016	Pre-Ordering	PO-2C	LSRs received via Facsimile	Resale Aggregate	Benchmark	85.00%	30,660	30,080	100.00%							
June 2016	Pre-Ordering	PO-2C	LSRs received via Facsimile	Resale Aggregate	Benchmark	85.00%	30,660	30,080	100.00%							
June 2016	Pre-Ordering	PO-2C	LSRs received via Facsimile	Resale Aggregate	Benchmark	85.00%	42,900	42,900	100.00%							
June 2016	Pre-Ordering	PO-2C	LSRs received via Facsimile	Resale Aggregate	Benchmark	85.00%	41,820	41,820	100.00%							
June 2016	Pre-Ordering	PO-2C	LSRs received via Facsimile	Resale Aggregate	Benchmark	85.00%	21,960	21,960	100.00%							
June 2016	Pre-Ordering	PO-2C	LSRs received via Facsimile	Resale Aggregate	Benchmark	85.00%	0	0	0.00%							
June 2016	Pre-Ordering	PO-2C	LSRs received via Facsimile	Resale Aggregate	Benchmark	85.00%	0	0	0.00%							
June 2016	Pre-Ordering	PO-2C	LSRs received via Facsimile	Resale Aggregate	Benchmark	85.00%	2	2	66.67%							
June 2016	Pre-Ordering	PO-2C	LSRs received via Facsimile	Resale Aggregate	Benchmark	85.00%	2	2	100.00%							
June 2016	Pre-Ordering	PO-2C	LSRs received via Facsimile	Resale Aggregate	Benchmark	85.00%	5	7	71.43%							
June 2016	Pre-Ordering	PO-2C	LSRs received via Facsimile	Resale Aggregate	Benchmark	85.00%	0	1	0.00%							
June 2016	Pre-Ordering	PO-2C	LSRs received via Facsimile	Resale Aggregate	Benchmark	85.00%	2832	3	957							
June 2016	Pre-Ordering	PO-2C	LSRs received via Facsimile	Resale Aggregate	Benchmark	85.00%	10352	3	337							

July 2016 PAP Aggregate Performance Report ND.xls

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Revised	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Revised	CTL-Q Standard Deviation	Modified Z Score	Parity Score
May 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	324	2	1.42	0.44						
May 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	324	7	4.35	2.52						
May 2016	Maintenance and Repair	MR-7A	Repair Report Rate-Loop w/MSA	Residence	Parity	N/A	197.34	24	8.14	11.42	25758.01	410	62.49	267.06	-0.87223	-1.501677
May 2016	Maintenance and Repair	MR-7E	Repair Report Rate-Loop w/MSA	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	0	281	19.92%	39.84%	-0.49785	-1.302871
May 2016	Maintenance and Repair	MR-7E	Repair Report Rate-Loop w/MSA	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	3	0.00%	0.00%	0					
May 2016	Maintenance and Repair	MR-7E	Repair Report Rate-Loop w/MSA	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	2	0.00%	0.00%	0					
May 2016	Maintenance and Repair	MR-7E	Repair Report Rate-Loop w/MSA	Unbundled Loop - DS1 Capable	Parity	N/A	1	7	14.29%	34.98%	425	28.639	1.43%	11.89%	-5.75202	-4.488915
May 2016	Maintenance and Repair	MR-7E	Repair Report Rate-Loop w/MSA	Unbundled Loop Analog	Parity	N/A	2	24	8.33%	27.64%	67	425	15.76%	36.44%	-0.871977	-1.59092
May 2016	Maintenance and Repair	MR-4	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3	75	4.00%	19.60%	0	208	0.00%	2.095426	0.27393	
May 2016	Maintenance and Repair	MR-4	Trouble Rate	LSR Trunk	Parity	N/A	1	59	1.69%	12.91%	327	13.044	1.79%	13.24%	-0.052194	-1.031732
May 2016	Maintenance and Repair	MR-4	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	11	0.00%	0.00%	0	208	0.00%	0.00%	-0.822167	-1.560037
May 2016	Maintenance and Repair	MR-4	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	844	0.36%	5.9%	0	57	0.00%	0.00%	-0.528602	-1.319543
May 2016	Maintenance and Repair	MR-4	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	293	0.68%	8.23%	0	214	0.00%	0.00%	0.861534	-0.478225
May 2016	Maintenance and Repair	MR-4	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	7	815	0.86%	9.23%	0	214	0.00%	0.00%	-5.75202	-4.488915
May 2016	Maintenance and Repair	MR-4	Trouble Rate	Unbundled Loop Analog	Parity	N/A	24	5.45	0.43%	6.59%	425	28.639	1.43%	11.89%	-5.75202	-4.488915
May 2016	Maintenance and Repair	MR-8A	Repair Appointments Met-Loop w/MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	204	281	78.16%	41.32%	-0.527364	-1.320749
May 2016	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Oic w/ TGRS excl	LSR Trunk	Parity	N/A	0	1,392	0.02%	0.09%	0					
May 2016	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Oic w/ TGRS excl	LSR Trunk	Parity	N/A	0	888	0.00%	0.00%	0					
May 2016	Network Performance	NI-1D	Trunk Blockage to CTL-Q Tandem Oic w/ TGRS excl	LSR Trunk	Parity	N/A	0	1,392	0.02%	0.09%	0					
May 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Diagnostic	N/A	233	4	58.25	44.43	7,177	31	231.52	311.95	-1.045457	-1.635593
May 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Diagnostic	N/A	4	4	100.00%	0.00%	10	31	32.26%	46.75%	3.719016	1.201001
May 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	3	7	100.00%	0.00%						
May 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	6	8	100.00%	0.00%						
May 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	21	21	100.00%	0.00%						
May 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	12	4	3.00							
May 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	6.00	21	5	4.20							
May 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	104	7	4.95							
May 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	8	8	100.00%	0.00%						
May 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	21	21	100.00%	0.00%						
May 2016	Ordering and Provisioning	OP-5C	Number Portability Timeliness without Loop Coord	LMP	Benchmark	95.00%	89	89	100.00%	0.00%	181	185	97.84%	14.54%	-0.845584	-1.392487
May 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6467.34	19,598	0.33							
May 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	1878.30	13,015	1.22							
May 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22345.64	19,598	1.14							
May 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Appr. Scheduler)	REQUEST	Diagnostic	N/A	3260.25	4,347	0.75							
May 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Appr. Scheduler)	TOTAL	Diagnostic	N/A	3891.67	4,347	0.85							
May 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	1297.90	1,906	0.41							
May 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1,906	1,904	1.05							
May 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1,906	1,906	1.11							
May 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3,825	3,825	0.82							
May 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	3,170	3,170	2.04							
May 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	1074.90	8076.60	2.80							
May 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	6657.35	7,979	1.05							
May 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	14733.95	7,979	1.15							
May 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	21387.30	7,979	1.92							
May 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2308.88	1,089	2.12							
May 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	628.10	1,165	0.54							
May 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2937.78	1,089	2.70							
May 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3,851.50	6,725	0.54							
May 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7329.84	13,089	0.56							
May 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	10981.34	6,725	1.63							
May 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	223.02	1,082	0.21							
May 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	795.54	1,887	0.42							
May 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1216.66	958	1.27							

July 2016 PAP Aggregate Performance Report ND.xls

Month	PID Category	PID	PID Title	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
April 2016	Maintenance and Repair	MR-3	Trouble Rate	Parity	N/A	3	646	0.35%	5.93%	0	57	0.00%	0.00%	-0.925705	-1.562789
April 2016	Maintenance and Repair	MR-3	Trouble Rate	Parity	N/A	5	297	0.00%	7.72%	0	57	0.00%	0.00%	-1.482395	-1.907859
April 2016	Maintenance and Repair	MR-4	Trouble Rate	Parity	N/A	35	833	0.60%	7.80%	5	218	2.31%	15.04%	-3.394019	-3.394019
April 2016	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Oic-w/ TGRS excd	Parity	N/A	0	1,392	0.00%	0.00%	381	29,949	1.27%	11.21%	0.00%	-3
April 2016	Network Performance	NI-1B	Trunk Blockage to CTL-Q Tandem Oic-w/ TGRS excd	Parity	N/A	0	888	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	-3
April 2016	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Oic-w/ TGRS excd	Parity	N/A	0	1,392	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	-3
April 2016	Network Performance	NI-1D	Trunk Blockage to CTL-Q Tandem Oic-w/ TGRS excd	Parity	N/A	0	888	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	-3
April 2016	Ordering and Provisioning	OP-1SA	Interval for Pending Orders Delayed Past Due Date	Parity	N/A	480	8	80.00%	20.81	6,949	28	248.14	308.84	-1.519109	-1.923553
April 2016	Ordering and Provisioning	OP-1SB	Interval for Pending Orders Delayed Past Due Date	Parity	N/A	8	8	100.00%	0.00%	7	28	25.00%	43.30%	3.719016	1.261001
April 2016	Ordering and Provisioning	OP-1SE	Interval Zone 2 Areas	Parity	N/A	5	5	100.00%	0.00%	2	2	100.00%	0.00%	0.00%	0.00%
April 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Parity	N/A	18	18	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Parity	N/A	11	11	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Parity	N/A	51	17	3.00	3.00	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Parity	N/A	15	3	5.00	5.00	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Parity	N/A	45	11	4.09	4.09	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Parity	N/A	5	18	100.00%	0.00%	3	3	100.00%	0.00%	0.00%	0.00%
April 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Parity	N/A	3	3	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Parity	N/A	11	11	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Parity	N/A	11	11	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Parity	N/A	320	320	100.00%	0.00%	171	174	98.26%	13.02%	-0.428037	-1.258012
April 2016	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	Benchmark	N/A	6216.32	19,428	0.32	0.32	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Address Validation)	Diagnostic	N/A	1578.40	12,882	1.20	1.20	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Address Validation)	Diagnostic	N/A	19,428	19,428	1.12	1.12	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Address Validation)	Diagnostic	N/A	3043.44	4,227	0.72	0.72	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Appr. Scheduler)	Diagnostic	N/A	3510.80	4,227	0.83	0.83	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Appr. Scheduler)	Diagnostic	N/A	706.84	1,724	0.41	0.41	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Facility Assignment)	Diagnostic	N/A	1283.66	1,211	1.06	1.06	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Facility Assignment)	Diagnostic	N/A	1980.50	1,724	1.15	1.15	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Facility Check)	Diagnostic	N/A	3183.05	3,835	0.83	0.83	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Facility Check)	Diagnostic	N/A	8651.76	3,798	2.12	2.12	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Facility Check)	Diagnostic	N/A	1124.81	3,835	2.85	2.85	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Facility Check)	Diagnostic	N/A	8941.26	7,732	1.04	1.04	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Get CSR)	Diagnostic	N/A	6741.82	5,812	1.16	1.16	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Get CSR)	Diagnostic	N/A	14763.20	7,732	1.91	1.91	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Near Point Inquiry)	Diagnostic	N/A	2264.12	1,058	2.14	2.14	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Near Point Inquiry)	Diagnostic	N/A	6482.23	1,139	0.57	0.57	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Near Point Inquiry)	Diagnostic	N/A	2913.35	1,058	2.75	2.75	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Service Availability)	Diagnostic	N/A	3871.25	6,675	0.55	0.55	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Service Availability)	Diagnostic	N/A	7478.97	13,121	0.57	0.57	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Service Availability)	Diagnostic	N/A	11150.22	6,675	1.67	1.67	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Service Availability)	Diagnostic	N/A	6,675	6,675	1.67	1.67	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (TN Reservation)	Diagnostic	N/A	1,829	1,829	0.40	0.40	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (TN Reservation)	Diagnostic	N/A	731.60	1,015	0.22	0.22	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (TN Reservation)	Diagnostic	N/A	1,137.09	917	1.24	1.24	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Loop Qual Tools)	Diagnostic	N/A	2091.96	1,829	1.14	1.14	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Loop Qual Tools)	Diagnostic	N/A	2229.76	3,328	0.67	0.67	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Loop Qual Tools)	Diagnostic	N/A	46586.32	2,821	18.92	18.92	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Loop Qual Tools)	Diagnostic	N/A	5,819.08	3,328	15.57	15.57	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Address Validation XML)	Diagnostic	N/A	6,401.91	4,489	1.87	1.87	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Facility Check XML)	Diagnostic	N/A	7846.30	4,489	1.70	1.70	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Facility Check XML)	Diagnostic	N/A	68435.90	6,711	9.90	9.90	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Loop Qual Tools XML)	Diagnostic	N/A	28959.80	6,419	4.20	4.20	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Loop Qual Tools XML)	Diagnostic	N/A	48353.10	3,477	13.34	13.34	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Near Point Inquiry XML)	Diagnostic	N/A	3846.10	762	5.05	5.05	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Service Avail XML)	Diagnostic	N/A	15255.62	4,874	3.13	3.13	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (TN Reservation XML)	Diagnostic	N/A	3566.32	3,186	1.12	1.12	0	0	0.00%	0.00%	0.00%	0.00%
April 2016	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Connecting Fac Assign XML)	Diagnostic	N/A	5520.36	1,542	3.58	3.58	0	0	0.00%	0.00%	0.00%	0.00%

July 2016 PAP Aggregate Performance Report ND.xls

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Resul	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Resul	CTL-Q Standard Deviator	Modified Z Score	Party Score
March 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Part Due Date	Unbundled Loop Analog	Party	N/A	323	7	46.14	5.37	6,000	18	377.76	281.38	21.67%	1,261,001
March 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Party	N/A	7	7	100.00%	0.00%	4	18	22.22%	41.57%	0.00%	-2,553,393
March 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	9	10	90.00%	0.00%	5	5	100.00%	0.00%	0.00%	1,261,001
March 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	90.00%	6	6	100.00%	0.00%	2	2	100.00%	0.00%	0.00%	1,261,001
March 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	3	3	3.00	0.00	1	1	33.33%	0.00%	0.00%	1,261,001
March 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	21	5	4.20	0.00	5	5	100.00%	0.00%	0.00%	1,261,001
March 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	10	10	100.00%	0.00%	2	2	100.00%	0.00%	0.00%	1,261,001
March 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Party	N/A	5	5	100.00%	0.00%	7	7	100.00%	0.00%	0.00%	1,261,001
March 2016	Ordering and Provisioning	OP-6C	Number Portability Timeliness without Loop Coord	Unbundled Loop Analog	Party	95.00%	326	308	100.00%	0.00%	154	162	95.00%	21.67%	-0.560402	-1,358,939
March 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	LNP	Benchmark	N/A	6971.16	19,327	0.34	19,327	308	308	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	15905.20	12,821	1.20	12,821	1,922	1,922	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22076.38	19,327	1.14	19,327	1,922	1,922	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3128.78	4,288	0.73	4,288	768.00	768.00	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	3510.28	4,288	0.82	4,288	768.00	768.00	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	728.98	1,778	0.41	1,778	1,778	1,778	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	1344.60	1,245	1.07	1,245	1,245	1,245	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	2073.58	1,778	1.17	1,778	1,778	1,778	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	3389.54	3,788	0.89	3,788	3,788	3,788	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	8183.70	3,987	2.10	3,987	3,987	3,987	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	11553.24	3,788	3.05	3,788	3,788	3,788	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8010.45	7,629	1.05	7,629	7,629	7,629	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	14597.30	5,719	1.15	5,719	5,719	5,719	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	22607.75	7,629	1.91	7,629	7,629	7,629	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1048.00	1,948	0.53	1,948	1,948	1,948	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	655.60	1,192	0.55	1,192	1,192	1,192	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3015.88	1,948	0.86	1,948	1,948	1,948	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3814.52	6,893	0.54	6,893	6,893	6,893	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7305.52	13,042	0.56	13,042	13,042	13,042	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	10917.74	6,893	1.63	6,893	6,893	6,893	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	230.34	1,047	0.22	1,047	1,047	1,047	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	768.00	1,922	0.40	1,922	1,922	1,922	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1047.96	852	1.23	852	852	852	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2017.10	1,922	1.07	1,922	1,922	1,922	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2360.28	3,471	0.68	3,471	3,471	3,471	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	4881.27	2,573	1.89	2,573	2,573	2,573	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	5121.55	3,471	1.478	3,471	3,471	3,471	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	897.50	4,525	1.90	4,525	4,525	4,525	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7770.96	4,518	1.72	4,518	4,518	4,518	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	6767.24	6,822	9.92	6,822	6,822	6,822	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	20163.00	6,156	4.25	6,156	6,156	6,156	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tool XML)	XML Request/Response	Diagnostic	N/A	46934.31	3,379	13.88	3,379	3,379	3,379	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3774.44	743	5.08	743	743	743	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15413.85	4,893	3.15	4,893	4,893	4,893	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	381.20	3,278	1.20	3,278	3,278	3,278	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	5301.12	1,508	3.52	1,508	1,508	1,508	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Resets Aggregate W/O UNE-P-POTS	Diagnostic	N/A	298	347	85.88%	0.00%	298	347	85.88%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	66	84	78.57%	0.00%	66	84	78.57%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	298	289	99.67%	0.00%	298	289	99.67%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resets Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	2	100.00%	0.00%	2	2	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	66	67	98.51%	0.00%	66	67	98.51%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-3K	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	20.38	12	1.43	20.38	12	1.43	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-5A(a)	FOCs on Time for Fully Electronic LSRs	Resets Aggregate	Benchmark	95.00%	2	2	100.00%	0.00%	2	2	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-5A(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	80	80	100.00%	0.00%	80	80	100.00%	0.00%	0.00%	1,261,001
March 2016	Pre-Ordering	PO-5A(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	289	288	100.00%	0.00%	289	288	100.00%	0.00%	0.00%	1,261,001

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTI-Q Numerator	CTI-Q Denominator	CTI-Q Result	CTI-Q Standard Deviation	Modified Z Score	Parity Score
March 2016	Pre-Ordering	PO-SB-40	FoCs on Time for Electronic/LSRs	Reside Aggregate	Benchmark	90.00%	4	4	100.00%	0.00%	4	4	100.00%	0.00%	0.00%	-0.48331
March 2016	Pre-Ordering	PO-SB-40	FoCs on Time for Electronic/LSRs	Unbundled Loop AdC-ELC*	Benchmark	90.00%	24	24	100.00%	0.00%	4	4	100.00%	0.00%	0.00%	-0.30213
March 2016	Pre-Ordering	PO-SB-40	FoCs on Time for Electronic/LSRs	LMP	Benchmark	90.00%	42	42	100.00%	0.00%	57	57	100.00%	0.00%	0.00%	-1.40119
March 2016	Pre-Ordering	PO-SB-40	FoCs provided for ASB requesting US Trunks.	US Trunk	Benchmark	85.00%	4	4	100.00%	0.00%	1713	1713	100.00%	0.00%	0.00%	-0.13347
February 2016	Billing	BI-2	Invoiced Delivered Within 10 Days	Unbundled Loop and Number Portability	Parity	66.67%	2	2	66.67%	47.14%	0	0	0.00%	0.00%	0.00%	-0.79327
February 2016	Billing	BI-3	Billing Accuracy - Adjustments for Errors	Residential Compaction	Diagnostic	N/A	124	124	100.00%	0.00%	5,187	5,200	99.72%	4.99%	-1.44243	
February 2016	Billing	BI-4	Billing Accuracy - Adjustments for Errors	USIS and Reside Aggregate	Diagnostic	N/A	872	872	100.00%	0.00%						
February 2016	Billing	BI-4A	USIS and Reside Aggregate	USIS and Reside Aggregate	Parity	N/A	244	244	100.00%	0.00%						
February 2016	Billing	BI-4B	Residential Compaction (MOD)	Residential Compaction	Parity	N/A	872	872	100.00%	0.00%						
February 2016	Database Updates	DB-1B	AI	Director Listing	Diagnostic	N/A	2,878,270	2,878,972	1.07	0.00%						
February 2016	Database Updates	DB-1C-1	AI	Director Listing	Diagnostic	N/A	81,192	4,071	0.20	0.00%						
February 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	28,480	28,480	100.00%	0.00%						
February 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	28,440	28,440	100.00%	0.00%						
February 2016	Electronic Gateway Availability	GA-3	Gateway Availability - LSR	XML	Diagnostic	N/A	28,480	28,480	100.00%	0.00%						
February 2016	Electronic Gateway Availability	GA-3	Gateway Availability - LSR	EBTA	Diagnostic	N/A	40,320	40,320	100.00%	0.00%						
February 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EXACT	Diagnostic	N/A	39,180	39,180	100.00%	0.00%						
February 2016	Electronic Gateway Availability	GA-4	System Availability - ASB	EXACT	Diagnostic	N/A	21,060	21,060	100.00%	0.00%						
February 2016	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0	0.00%	0.00%	4	4	100.00%	0.00%	0.00%	0.841821
February 2016	Maintenance and Repair	MR-SB	All Trunks Cleared w/ 4 Hours-Zone 2	Enhanced Enhanced Loops - DST Capable	Parity	N/A	1	2	50.00%	50.00%	4	4	100.00%	0.00%	0.00%	-1.146113
February 2016	Maintenance and Repair	MR-SB	All Trunks Cleared w/ 4 Hours-Zone 2	Unbundled Loop - 21Wm Non-leaded	Parity	N/A	5	10	50.00%	50.00%	27	57	47.37%	49.93%	0.00%	-1.851843
February 2016	Maintenance and Repair	MR-SB	All Trunks Cleared w/ 4 Hours-Zone 2	Business	Parity	N/A	4	5	80.00%	40.00%	178	178	100.00%	0.00%	0.00%	-0.13347
February 2016	Maintenance and Repair	MR-SB	Out of Service cleared w/ 24 hours	Enhanced Enhanced Loops - DST Capable	Parity	N/A	73,35	38,47	38.47%	14.11%	7173	300	4.18%	4.43%	0.420665	-0.744254
February 2016	Maintenance and Repair	MR-SA	Mean Time to Restore Interval Zone 2	Enhanced Enhanced Loops - DST Capable	Parity	N/A	6,51	1	6.51%	0.00%	838	3	2.48%	0.45%	0.00%	-0.27846
February 2016	Maintenance and Repair	MR-DE	Mean Time to Restore Interval Zone 2	Unbundled Loop - 21Wm Non-leaded	Parity	N/A	18,80	2	9.54%	11.29%	443	1	4.43%	0.45%	0.00%	-1.190118
February 2016	Maintenance and Repair	MR-DE	Mean Time to Restore Interval Zone 2	Unbundled Loop - DST Capable	Parity	N/A	75,41	10	7.54%	8.59%	828	3	3.72%	35.18%	0.00%	-2.508397
February 2016	Maintenance and Repair	MR-7A	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	28,824	26	14.53%	18.35%	10004	45	0.45%	0.00%	0.00%	-3.122454
February 2016	Maintenance and Repair	MR-7A	Repair Report Rate-Zone 2	Residence	Parity	N/A	0	2	0.00%	0.00%	36	0	0.00%	0.00%	0.00%	-0.568811
February 2016	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Enhanced Enhanced Loops - DST Capable	Parity	N/A	0	2	0.00%	0.00%	0	4	0.00%	0.00%	0.00%	0.841821
February 2016	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop - DST Capable	Parity	N/A	4	4	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	-0.48331
February 2016	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	28	28	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	-0.48331
February 2016	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Enhanced Enhanced Loops - DST Capable	Parity	N/A	1	1	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	-0.48331
February 2016	Maintenance and Repair	MR-4	Trouble Rate	US Trunk	Parity	N/A	71	1,612	1.41%	11.78%	4	4	100.00%	0.00%	0.00%	-0.285591
February 2016	Maintenance and Repair	MR-4	Trouble Rate	US Trunk	Parity	N/A	2	62	3.23%	17.87%	0	0	0.00%	0.00%	0.00%	-0.285591
February 2016	Maintenance and Repair	MR-4	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	2	11	0.00%	0.00%	220	0	0.00%	0.00%	0.00%	-0.48331
February 2016	Maintenance and Repair	MR-4	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	11	0.00%	0.00%	4	4	100.00%	0.00%	0.00%	-0.48331
February 2016	Maintenance and Repair	MR-4	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	835	0.00%	0.00%	1	1	100.00%	0.00%	0.00%	-0.48331
February 2016	Maintenance and Repair	MR-4	Trouble Rate	UNBUNDLED LOOP - 21Wm Non-leaded	Parity	N/A	2	310	0.65%	10.83%	1	1	100.00%	0.00%	0.00%	-0.552194
February 2016	Maintenance and Repair	MR-4	Trouble Rate	Unbundled Loop - DST Capable	Parity	N/A	10	843	1.19%	6.78%	223	223	100.00%	0.00%	0.00%	-0.607819
February 2016	Maintenance and Repair	MR-4	Trouble Rate	Unbundled Loop Analog	Parity	N/A	26	5,659	0.46%	50.00%	288	288	100.00%	0.00%	0.00%	-3.455931
February 2016	Maintenance and Repair	MR-4A	Repair Appointments Met-Day w/ MSA	Unbundled Loop Analog	Parity	N/A	1	2	50.00%	50.00%	137	185	74.05%	43.83%	0.00%	-0.33349
February 2016	Maintenance and Repair	MR-1A	Trunk Blockage to CTI-Q End Oic w/ TCSR and	US Trunk	Parity	N/A	0	1,392	0.00%	0.00%						-3
February 2016	Maintenance and Repair	MR-1B	Trunk Blockage to CTI-Q End Oic w/ TCSR and	US Trunk	Diagnostic	N/A	0	888	0.00%	0.00%						
February 2016	Maintenance and Repair	MR-1C	Trunk Blockage to CTI-Q End Oic w/ TCSR and	US Trunk	Diagnostic	N/A	0	888	0.00%	0.00%						
February 2016	Network Performance	NP-10	Interval for Pending Orders Delayed Post Due Date	Unbundled Loop Analog	Parity	N/A	189	7	24.14%	5.37	6,935	27	256.85	376.05	-1.987512	-2.280321
February 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Post Due Date	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	7	11	100.00%	0.00%	6	6	100.00%	0.00%	0.00%	3.719016
February 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	8	8	100.00%	0.00%						
February 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	6	3	2.00	0.00%						
February 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	40	8	5.00	0.00%						
February 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	11	11	100.00%	0.00%	171	175	97.71%	14.94%	0.00%	-0.423029
February 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Benchmark	95.00%	449	448	100.00%	0.00%						
February 2016	Ordering and Provisioning	OP-4C	Number Portability Timesheet without Loop Card	LMP	Benchmark	8734.90	449	448	100.00%	0.00%						
February 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (address Validation)	REQUEST	Diagnostic	N/A	19,254	19,254	100.00%	0.35						
February 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (address Validation)	RESPONSE	Diagnostic	N/A	13,025	13,025	100.00%	1.22						
February 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (address Validation)	TOTAL	Diagnostic	N/A	22629.40	19,254	1.18	1.18						

July 2016 PAP Aggregate Performance Report ND.xls

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	Fairly Score
February 2016	Pre-Ordering	PO-IHA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3524.52	4.398	0.74							
February 2016	Pre-Ordering	PO-IHA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3707.84	4.398	0.84							
February 2016	Pre-Ordering	PO-IHA GUI	Pre-Order Response Times (Appt. Scheduler)	RESPONSE	Diagnostic	N/A	813.56	1.882	0.43							
February 2016	Pre-Ordering	PO-IHA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1249.50	1.190	1.05							
February 2016	Pre-Ordering	PO-IHA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	2083.06	1.882	1.69							
February 2016	Pre-Ordering	PO-IHA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	3240.75	3.725	0.87							
February 2016	Pre-Ordering	PO-IHA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8138.73	3.821	2.13							
February 2016	Pre-Ordering	PO-IHA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11379.48	3.725	3.05							
February 2016	Pre-Ordering	PO-IHA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8024.73	7.791	1.03							
February 2016	Pre-Ordering	PO-IHA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6721.04	5.794	1.18							
February 2016	Pre-Ordering	PO-IHA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14745.77	7.791	1.89							
February 2016	Pre-Ordering	PO-IHA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2288.84	1.022	2.22							
February 2016	Pre-Ordering	PO-IHA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	600.16	1.107	0.54							
February 2016	Pre-Ordering	PO-IHA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2889.02	1.022	2.84							
February 2016	Pre-Ordering	PO-IHA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1468.72	6.711	0.52							
February 2016	Pre-Ordering	PO-IHA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7737.40	12.929	0.80							
February 2016	Pre-Ordering	PO-IHA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11247.12	6.711	1.68							
February 2016	Pre-Ordering	PO-IHA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	1006	1.006	0.20							
February 2016	Pre-Ordering	PO-IHA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	737.18	1.798	0.41							
February 2016	Pre-Ordering	PO-IHA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1112.50	890	1.25							
February 2016	Pre-Ordering	PO-IHA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2050.88	1.798	1.14							
February 2016	Pre-Ordering	PO-IHA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	2547.30	3.639	0.70							
February 2016	Pre-Ordering	PO-IHA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	51291.24	2.884	18.11							
February 2016	Pre-Ordering	PO-IHA GUI	Pre-Order Response Times (Loop Qual Tool)	TOTAL	Diagnostic	N/A	53838.54	3.639	14.79							
February 2016	Pre-Ordering	PO-IHA GUI	Pre-Order Response Times (Loop Qual Tool)	REQUEST	Diagnostic	N/A	8364.51	4.473	1.87							
February 2016	Pre-Ordering	PO-IHA GUI	Pre-Order Response Times (Loop Qual Tool)	RESPONSE	Diagnostic	N/A	7468.20	4.610	1.92							
February 2016	Pre-Ordering	PO-IHA GUI	Pre-Order Response Times (Loop Qual Tool)	TOTAL	Diagnostic	N/A	15832.71	6.623	9.71							
February 2016	Pre-Ordering	PO-IHA GUI	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	53838.54	3.639	14.79							
February 2016	Pre-Ordering	PO-IHA GUI	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8364.51	4.473	1.87							
February 2016	Pre-Ordering	PO-IHA GUI	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7468.20	4.610	1.92							
February 2016	Pre-Ordering	PO-IHA GUI	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	67223.33	6.273	4.19							
February 2016	Pre-Ordering	PO-IHA GUI	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46839.22	3.882	13.21							
February 2016	Pre-Ordering	PO-IHA GUI	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3981.25	775	5.15							
February 2016	Pre-Ordering	PO-IHA GUI	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15956.04	4.988	3.14							
February 2016	Pre-Ordering	PO-IHA GUI	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	3532.10	3.211	1.10							
February 2016	Pre-Ordering	PO-IHA GUI	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	5557.56	1.597	3.48							
February 2016	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	134	165	81.21%							
February 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNEP-POTS	Diagnostic	N/A	3	7	42.86%							
February 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	48	77	63.84%							
February 2016	Pre-Ordering	PO-2B	All Throughput Eligible LSRs	LNP	Diagnostic	N/A	134	134	100.00%							
February 2016	Pre-Ordering	PO-2B	All Throughput Eligible LSRs	Resale Aggregate W/O UNEP-POTS	Diagnostic	N/A	3	3	100.00%							
February 2016	Pre-Ordering	PO-2B	All Throughput Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	49	49	100.00%							
February 2016	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	40.29	2	20.14							
February 2016	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	30.15	10	3.02							
February 2016	Pre-Ordering	PO-5A-(4)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	2	2	100.00%							
February 2016	Pre-Ordering	PO-5A-(8)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	46	46	100.00%							
February 2016	Pre-Ordering	PO-5A-(6)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	124	124	100.00%							
February 2016	Pre-Ordering	PO-5B-(4)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	2	2	100.00%							
February 2016	Pre-Ordering	PO-5B-(8)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	31	31	100.00%							
February 2016	Pre-Ordering	PO-5B-(6)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	22	22	100.00%							
February 2016	Pre-Ordering	PO-5C-(4)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
January 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Prity by Design	N/A	162	162	100.00%							
January 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	180.527	180.527	100.00%							
January 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	609	609	100.00%							
January 2016	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Prity	N/A	309	309	100.00%							
January 2016	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Diagnostic	N/A	609	609	100.00%							
January 2016	Database Updates	DB-1B	All	LDB	Diagnostic	N/A	3,167,093	2,957,005	1.07							
January 2016	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	632.77	4,165	0.20							
January 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%							
January 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,880	29,880	100.00%							
January 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,880	29,880	100.00%							

0.00% 4.314 4.330 99.63% 6.07% -1.034283 -1.628787

July 2016 PAP Aggregate Performance Report ND.xls

Month	PID Category	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
January 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Service Availability)	Diagnostic	N/A	11183.46	6.746	1.96							
January 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation)	Diagnostic	N/A	284.16	1.093	0.26							
January 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation)	Diagnostic	N/A	792.80	1.982	0.40							
January 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation)	Diagnostic	N/A	1267.20	990	1.28							
January 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	Diagnostic	N/A	234.18	1.962	1.18							
January 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	Diagnostic	N/A	2570.33	3.521	0.73							
January 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	Diagnostic	N/A	52619.68	2.769	18.01							
January 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Address Validation XML)	Diagnostic	N/A	51190.01	3.521	15.87							
January 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Appt. Scheduler XML)	Diagnostic	N/A	8006.44	4.498	1.78							
January 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Check XML)	Diagnostic	N/A	7944.16	4.592	1.73							
January 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Get CSR XML)	Diagnostic	N/A	68891.35	6.791	9.85							
January 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Loop Qual Tools XML)	Diagnostic	N/A	25328.84	6.329	4.16							
January 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Loop Qual Tools XML)	Diagnostic	N/A	46552.79	3.579	13.01							
January 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Mail Point Inquiry XML)	Diagnostic	N/A	3907.80	760	5.01							
January 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Service Avail XML)	Diagnostic	N/A	15620.16	4.912	3.18							
January 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation XML)	Diagnostic	N/A	3750.00	3.125	1.20							
January 2016	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Connecting Fac Assign XML)	Diagnostic	N/A	5619.04	1.624	3.46							
January 2016	Pre-Ordering	PO-2A	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	153	183	83.81%							
January 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Diagnostic	N/A	9	14	64.29%							
January 2016	Pre-Ordering	PO-2B	All Electronic LSRs	Diagnostic	N/A	82	118	69.49%							
January 2016	Pre-Ordering	PO-2B	All Fibre-through Eligible LSRs	Diagnostic	N/A	153	100.00%								
January 2016	Pre-Ordering	PO-2B	All Fibre-through Eligible LSRs	Diagnostic	N/A	9	9	100.00%							
January 2016	Pre-Ordering	PO-2B	All Fibre-through Eligible LSRs	Diagnostic	N/A	82	82	100.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	18.21	8	2.18							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	8	8	100.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	73	73	100.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	144	144	100.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	3	3	100.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	42	43	97.87%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	26	26	100.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	3	3	100.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	1	1	100.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	170	170	98.82%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	186,108	186,108	100.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	841	841	100.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	356	356	100.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	841	841	100.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	3,117,893	3,117,893	1.04							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	4,516	4,516	0.28							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	30,600	30,600	100.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	30,600	30,600	100.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	30,600	30,600	100.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	43,200	43,200	100.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	42,180	42,180	100.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	22,860	22,860	100.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	0	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	1	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	1	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	2	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	3	5	60.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	12.49	1	12.49							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	8.45	1	8.45							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	8.17	2	4.09							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	28.46	5	5.45							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	288.02	34	8.28							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	0	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	1	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	2	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	0	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	0	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	0	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	0	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	0	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	0	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	0	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	0	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	0	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	0	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	0	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	0	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	0	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	0	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	0	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	0	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	0	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	0	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	0	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	0	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	0	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	0	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	0	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	0	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	0	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	0	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	0	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	0	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	0	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	0	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	0	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	0	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	0	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	0	0.00%							
January 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnostic	N/A	0	0	0.00%							
January 2016	Pre-Ordering	PO-2C													

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	Pctly Score
December 2015	Maintenance and Repair	MR-7E	Repair Repair Report Rate-Zone 2	Unbundled Loop - OS1 Capable	Pass	N/A	0	5	0.00%	0.00%	0	2	0.00%	0.00%	-0.371254	-1.229707
December 2015	Maintenance and Repair	MR-7E	Repair Repair Report Rate-Zone 2	Enhanced Enhanced Loops - OS1 Capable	Pass	N/A	3	34	8.82%	28.98%	32	293	10.92%	31.19%	-0.230866	-1.140247
December 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	Pass	N/A	0	11.482	0.00%	0.00%	0	0	0.00%	0.00%	-0.869846	-1.528898
December 2015	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Pass	N/A	0	65	0.00%	0.00%	223	18,376	1.15%	0.00%	-0.313463	-1.802172
December 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Pass	N/A	1	11	0.00%	0.00%	0	215	0.00%	0.00%	-1.483824	-1.802101
December 2015	Maintenance and Repair	MR-3	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Pass	N/A	2	323	0.12%	7.64%	0	63	0.00%	0.00%	-0.523894	-1.318566
December 2015	Maintenance and Repair	MR-3	Trouble Rate	Unbundled Loop - OS1 Capable	Pass	N/A	5	878	0.57%	7.52%	2	221	0.90%	0.90%	-0.470754	-1.286187
December 2015	Maintenance and Repair	MR-3	Trouble Rate	Unbundled Loop Analog	Pass	N/A	34	5762	0.58%	7.68%	203	31,185	0.64%	0.64%	-2.553288	-2.99431
December 2015	Network Performance	NR-1A	Trunk Backlog to CTL-Q Tandem OIG w/ TGRS exc	LIS Trunk	Pass	N/A	0	0	0.00%	0.00%	0	0	0.00%	0.00%	-	-
December 2015	Network Performance	NR-1B	Trunk Backlog to CTL-Q Tandem OIG w/ TGRS exc	LIS Trunk	Pass	N/A	0	0	0.00%	0.00%	0	0	0.00%	0.00%	-	-
December 2015	Network Performance	NR-1C	Trunk Backlog to CTL-Q Tandem OIG w/ TGRS exc	LIS Trunk	Pass	N/A	0	0	0.00%	0.00%	0	0	0.00%	0.00%	-	-
December 2015	Network Performance	NR-1D	Inquiry for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Pass	N/A	77	888	0.00%	0.00%	7,607	40	190.18	234.93	-0.475923	-1.28928
December 2015	Ordering and Provisioning	OR-15A	Inquiry for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Pass	N/A	1	1	100.00%	0.00%	8	40	20.00%	40.00%	3.719016	1.261001
December 2015	Ordering and Provisioning	OR-3E	Inquiry Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	5	9	100.00%	0.00%						
December 2015	Ordering and Provisioning	OR-3E	Inquiry Zone 2 Areas	UNBUNDLED LOOP - 2 Wire Non-Loaded	Benchmark	90.00%	1	1	100.00%	0.00%						
December 2015	Ordering and Provisioning	OR-3E	Inquiry Zone 2 Areas	Unbundled Loop - OS1 Capable	Pass	N/A	1	1	100.00%	0.00%						
December 2015	Ordering and Provisioning	OR-4E	Inquiry Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	8	3	3.00	0.00%						
December 2015	Ordering and Provisioning	OR-4E	Inquiry Zone 2 Areas	UNBUNDLED LOOP - 2 Wire Non-Loaded	Benchmark	6.00	24	3	4.88	0.00%						
December 2015	Ordering and Provisioning	OR-4E	Inquiry Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	39	5	100.00%	0.00%						
December 2015	Ordering and Provisioning	OR-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Pass	N/A	5	5	100.00%	0.00%						
December 2015	Ordering and Provisioning	OR-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Pass	N/A	9	9	100.00%	0.00%						
December 2015	Ordering and Provisioning	OR-5A	New Service Installation Quality	Unbundled Loop - OS1 Capable	Pass	N/A	1	1	100.00%	0.00%						
December 2015	Ordering and Provisioning	OR-5A	New Service Installation Quality	Unbundled Loop Analog	Pass	N/A	7	8	87.50%	33.07%	134	140	95.71%	20.25%	0.445716	-0.728024
December 2015	Ordering and Provisioning	OR-5C	Number Portability Timeliness Without Loop Coord	LAP	Benchmark	95.00%	188	188	100.00%	0.00%						
December 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Times (Address Validation)	REQUEST RESPONSE	Diagnostic	N/A	6485.02	18,103	0.34	100.00%						
December 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Times (Address Validation)	REQUEST TOTAL	Diagnostic	N/A	15971.20	12,978	1.20	0.00%						
December 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	22988.22	18,103	1.16	0.00%						
December 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST TOTAL	Diagnostic	N/A	3034.80	4,215	0.72	0.00%						
December 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3482.82	4,215	0.82	0.00%						
December 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST TOTAL	Diagnostic	N/A	701.51	1,711	0.41	0.00%						
December 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	1387.20	1,210	1.13	0.00%						
December 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST TOTAL	Diagnostic	N/A	1987.50	1,711	1.13	0.00%						
December 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	2068.81	3,709	0.83	0.00%						
December 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Times (Facility Check)	REQUEST TOTAL	Diagnostic	N/A	3229.53	3,709	2.04	0.00%						
December 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	7566.38	3,891	2.77	0.00%						
December 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10795.89	3,891	2.77	0.00%						
December 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Times (Get CSR)	REQUEST RESPONSE	Diagnostic	N/A	8881.65	7,687	1.05	0.00%						
December 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Times (Get CSR)	REQUEST TOTAL	Diagnostic	N/A	8883.64	7,687	1.17	0.00%						
December 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	14875.49	7,687	1.95	0.00%						
December 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Times (Meal Point Inquiry)	REQUEST RESPONSE	Diagnostic	N/A	2301.60	1,088	2.10	0.00%						
December 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Times (Meal Point Inquiry)	REQUEST TOTAL	Diagnostic	N/A	683.18	1,124	0.59	0.00%						
December 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Times (Meal Point Inquiry)	REQUEST	Diagnostic	N/A	2894.78	1,088	2.71	0.00%						
December 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Times (Service Availability)	REQUEST RESPONSE	Diagnostic	N/A	3875.10	6,882	0.55	0.00%						
December 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Times (Service Availability)	REQUEST TOTAL	Diagnostic	N/A	7465.18	6,882	0.59	0.00%						
December 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	11740.28	6,882	0.59	0.00%						
December 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11740.28	6,882	0.59	0.00%						
December 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	222.18	1,058	0.21	0.00%						
December 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Times (TN Reservation)	REQUEST RESPONSE	Diagnostic	N/A	755.48	1,884	0.42	0.00%						
December 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Times (TN Reservation)	REQUEST TOTAL	Diagnostic	N/A	1214.12	1,884	0.67	0.00%						
December 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	2231.78	1,884	1.18	0.00%						
December 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2231.78	1,884	1.18	0.00%						
December 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Times (TN Reservation)	REQUEST RESPONSE	Diagnostic	N/A	2283.53	3,378	0.67	0.00%						
December 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Times (TN Reservation)	REQUEST TOTAL	Diagnostic	N/A	48147.08	2,589	18.51	0.00%						
December 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	51411.02	3,378	15.21	0.00%						
December 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8857.49	4,451	1.98	0.00%						
December 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7576.27	4,483	1.68	0.00%						
December 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	6734.80	4,852	1.39	0.00%						

July 2016 PAP Aggregate Performance Report ND.xls

Month	Product Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Residual	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Residual	CTL-Q Standard Deviation	Modified Z Score	Parity Score
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 Quil Tool 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	3859.20	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 Assign XML)	XML Request/Response	Diagnostic	N/A	5611.98	1.548	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/OUNE-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	Resale Aggregate W/OUNE-POTS	Diagnostic	N/A	193	193	100.00%							
December 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	4	4	100.00%							
December 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Product Aggregate	Diagnostic	N/A	139	139	100.00%							
December 2015	Pre-Ordering	PO-3C	LSRs received via Facsimile	Product Aggregate	Diagnostic	N/A	5728	19	3.02							
December 2015	Pre-Ordering	PO-5A(A)	Electronic LSRs Relocated Manually	Product Aggregate	Diagnostic	N/A	4	4	100.00%							
December 2015	Pre-Ordering	PO-5A(B)	Focus on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	141	141	100.00%							
December 2015	Pre-Ordering	PO-5A(B)	Focus on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	178	178	100.00%							
December 2015	Pre-Ordering	PO-5B(A)	Focus on Time for Fully Electronic LSRs	LNP	Benchmark	90.00%	1	1	100.00%							
December 2015	Pre-Ordering	PO-5B(B)	Focus on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	95	95	100.00%							
December 2015	Pre-Ordering	PO-5C(A)	Focus on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	40	41	97.56%							
December 2015	Pre-Ordering	PO-5C(B)	Focus on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
December 2015	Pre-Ordering	PO-5C(C)	Unbundled Loops	LNP	Parity	N/A	0	0	0.00%							
November 2015	Billing	BI-2	Invoices Delivered within 10 Days	Unbundled Loops and Number Portability	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%							
November 2015	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Parity	N/A	954	954	100.00%							
November 2015	Database Updates	DB-1B	All	LDB	Diagnostic	N/A	3,533,912	1.04								
November 2015	Database Updates	DB-1C1	All	Directory Listing	Diagnostic	N/A	875.77	5.119	0.19							
November 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGLI	Diagnostic	N/A	28,980	28,980	100.00%							
November 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SA	Diagnostic	N/A	28,980	28,980	100.00%							
November 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	XML	Diagnostic	N/A	28,980	28,980	100.00%							
November 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	ERT	Diagnostic	N/A	41,460	41,460	100.00%							
November 2015	Electronic Gateway Availability	GA-4	System Availability - ASR	Repair/CI	Diagnostic	N/A	40,380	40,380	100.00%							
November 2015	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	EXACT	Diagnostic	N/A	21,060	21,060	100.00%							
November 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4-Hour-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	2	100.00%							
November 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4-Hour-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-Hour-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-Hour-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	2	50.00%							
November 2015	Maintenance and Repair	MR-5X	Out of Service Cleared w/ 24 hours	Business	Parity	N/A	1	1	100.00%							
November 2015	Maintenance and Repair	MR-6E	Mean Time to Restore dip out NSA	Residence	Parity	N/A	21.39	1	21.39							
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							
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							
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							
November 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	8.21	2	6.40							
November 2015	Maintenance and Repair	MR-7B	Repeat Report Rate-Ship out MSA	Unbundled Loop Analog	Parity	N/A	679.53	37	18.23							
November 2015	Maintenance and Repair	MR-7E	Repeat Report Rate-Zone 2	Residence	Parity	N/A	0	0	0.00%							
November 2015	Maintenance and Repair	MR-7E	Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2	0.00%							
November 2015	Maintenance and Repair	MR-7E	Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	7	0.00%							
November 2015	Maintenance and Repair	MR-7E	Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	2	0.00%							
November 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	5	37	13.51%							
November 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	75	2.87%							
November 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	11.482	0.00%							
November 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	68	1.52%							
November 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	11	0.00%							
November 2015	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	214	1.87%							
November 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	7	908	0.77%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Ratio	CLEC Standard Deviator	CT-Q Numerator	CT-Q Denominator	CT-Q Ratio	CT-Q Standard Deviator	Modified Z Score	Parity Score
October 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DST Capable	Benchmark	90.00%	17	18	94.44%	22.81%						
October 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DST Capable	Benchmark	6.00	3	3	3.00							
October 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	5.50	74	19	4.11							
October 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	84	17	4.84							
October 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4	7	100.00%	0.00%						
October 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DST Capable	Parity	N/A	8	8	100.00%	0.00%						
October 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	18	18	100.00%	0.00%						
October 2015	Ordering and Provisioning	OP-5C	Number Portability Timeliness Without Loop Count	Unbundled Loop Analog	Benchmark	95.00%	28	22	100.00%	0.00%	202	211	95.73%	20.21%	-0.94215	-1.572787
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Address Validation)	REQUEST	Benchmark	N/A	6251.44	18,418	0.34							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Address Validation)	RESPONSE	Benchmark	N/A	15497.68	12,808	1.21							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Address Validation)	TOTAL	Benchmark	N/A	21759.12	18,418	1.18							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Loop Scheduling)	REQUEST	Benchmark	N/A	2754.48	3,992	0.69							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Loop Scheduling)	RESPONSE	Benchmark	N/A	3172.91	3,992	0.80							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Loop Scheduling)	TOTAL	Benchmark	N/A	632.58	1,822	0.39							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Loop Scheduling)	REQUEST	Benchmark	N/A	1383.88	1,193	1.16							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Loop Scheduling)	RESPONSE	Benchmark	N/A	2018.46	1,822	1.24							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Loop Scheduling)	TOTAL	Benchmark	N/A	3242.40	3,860	0.84							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Loop Scheduling)	REQUEST	Benchmark	N/A	7778.21	3,821	2.01							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Loop Scheduling)	RESPONSE	Benchmark	N/A	10520.91	3,860	2.73							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Loop Scheduling)	TOTAL	Benchmark	N/A	18306.12	7,680	2.39							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Loop Scheduling)	REQUEST	Benchmark	N/A	8186.44	5,640	1.45							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Loop Scheduling)	RESPONSE	Benchmark	N/A	6486.00	5,640	1.15							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Loop Scheduling)	TOTAL	Benchmark	N/A	14672.44	7,248	2.01							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Loop Scheduling)	REQUEST	Benchmark	N/A	2018.04	1,004	2.01							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Loop Scheduling)	RESPONSE	Benchmark	N/A	584.54	1,004	0.54							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Loop Scheduling)	TOTAL	Benchmark	N/A	2612.58	1,004	2.60							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Loop Scheduling)	REQUEST	Benchmark	N/A	3330.30	6,530	0.51							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Loop Scheduling)	RESPONSE	Benchmark	N/A	7104.78	12,452	0.59							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Loop Scheduling)	TOTAL	Benchmark	N/A	10435.08	6,530	1.60							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Service Availability)	ACCEPT	Benchmark	N/A	187.34	988	0.19							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Service Availability)	REQUEST	Benchmark	N/A	753.54	1,983	0.38							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Service Availability)	RESPONSE	Benchmark	N/A	1255.17	872	1.43							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Service Availability)	TOTAL	Benchmark	N/A	2008.71	1,111	1.81							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Service Availability)	REQUEST	Benchmark	N/A	2083.25	3,205	0.65							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Service Availability)	RESPONSE	Benchmark	N/A	48147.25	2,863	18.25							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Service Availability)	TOTAL	Benchmark	N/A	51220.50	3,205	15.98							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Service Availability)	REQUEST	Benchmark	N/A	8593.14	4,382	1.97							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Service Availability)	RESPONSE	Benchmark	N/A	7744.98	4,372	1.88							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Service Availability)	TOTAL	Benchmark	N/A	16338.12	8,754	1.88							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Service Availability)	REQUEST	Benchmark	N/A	46510.25	6,725	6.92							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Service Availability)	RESPONSE	Benchmark	N/A	27193.23	6,725	4.07							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Service Availability)	TOTAL	Benchmark	N/A	73703.48	13,450	5.56							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Service Availability)	REQUEST	Benchmark	N/A	46204.90	3,101	14.90							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Service Availability)	RESPONSE	Benchmark	N/A	3875.24	728	5.32							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Service Availability)	TOTAL	Benchmark	N/A	14088.98	4,702	2.99							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Service Availability)	REQUEST	Benchmark	N/A	2827.28	2,897	0.98							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Service Availability)	RESPONSE	Benchmark	N/A	5531.64	1,487	3.72							
October 2015	Pre-Ordering	PO-1MA GU	Pre-Order Response Times (Service Availability)	TOTAL	Benchmark	N/A	8358.92	368	22.95							
October 2015	Pre-Ordering	PO-2A	All Electronic LSTs	Unbundled Loop Aggregate	Benchmark	N/A	90	120	75.00%							
October 2015	Pre-Ordering	PO-2B	All Front-Loop Eligible LSTs	Unbundled Loop Aggregate	Benchmark	N/A	312	312	100.00%							
October 2015	Pre-Ordering	PO-2C	All Front-Loop Eligible LSTs	Unbundled Loop Aggregate	Benchmark	N/A	90	80	100.00%							
October 2015	Pre-Ordering	PO-2X	All Front-Loop Eligible LSTs	Product Aggregate	Benchmark	N/A	3130	2	151							
October 2015	Pre-Ordering	PO-5A-01	FoCs on Time for Fully Electronic LSTs	Resale Aggregate	Benchmark	95.00%	2	2	100.00%							
October 2015	Pre-Ordering	PO-5A-01	FoCs on Time for Fully Electronic LSTs	Unbundled Loop AGG-EELS	Benchmark	95.00%	72	72	100.00%							
October 2015	Pre-Ordering	PO-5B-01	FoCs on Time for Electronic LSTs	Resale Aggregate	Benchmark	95.00%	289	289	100.00%							
October 2015	Pre-Ordering	PO-5B-01	FoCs on Time for Electronic LSTs	Unbundled Loop AGG-EELS	Benchmark	95.00%	2	2	100.00%							

July 2016 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
October 2015	Pre-Ordering	PO-5B(6)	FOCs on Time for Electronic/LRS	LNK	90.00%	90.00%	50	100.00%	100.00%	0.00%	0	25	0.00%	0.00%		
October 2015	Pre-Ordering	PO-5C(6)	FOCs on Time for manual LRS via Facsimile	LNK	90.00%	90.00%	3	100.00%	100.00%	0.00%	0	25	0.00%	0.00%		
October 2015	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	85.00%	85.00%	4	100.00%	100.00%	0.00%	0	25	0.00%	0.00%		
October 2015	Pre-Ordering	PO-5B	Unbundled Loops	Unbundled Loops and Number Portability	N/A	N/A	2	100.00%	100.00%	0.00%	0	25	0.00%	0.00%		
October 2015	Pre-Ordering	PO-5C	LIS Trunks	LIS Trunk	N/A	N/A	0	100.00%	100.00%	0.00%	0	25	0.00%	0.00%		
September 2015	Billing	BI-2	Invoices Delivered Within 10 Days	All	Parity by Design	N/A	124	100.00%	100.00%	0.00%	124	100.00%	100.00%	0.00%		
September 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNES and Resale Aggregate	Diagnostic	N/A	191,124	100.00%	100.00%	0.00%	191,124	100.00%	100.00%	0.00%		
September 2015	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	951	100.00%	100.00%	0.00%	951	100.00%	100.00%	0.00%		
September 2015	Billing	BI-4A	UNES and Resale Aggregate	UNES and Resale Aggregate	Parity	N/A	354	100.00%	100.00%	0.00%	354	100.00%	100.00%	0.00%		
September 2015	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Parity	N/A	951	100.00%	100.00%	0.00%	951	100.00%	100.00%	0.00%		
September 2015	Collection	CP-2C	Collection with Intervals Longer than 120 Days	All	Diagnostic	N/A	1	100.00%	100.00%	0.00%	1	100.00%	100.00%	0.00%		
September 2015	Database Updates	DB-1B	All	LIDS	Diagnostic	N/A	4,419,212	100.00%	100.00%	0.00%	4,419,212	100.00%	100.00%	0.00%		
September 2015	Database Updates	DB-1C-1	All	IMAGLU	Diagnostic	N/A	5,180	100.00%	100.00%	0.00%	5,180	100.00%	100.00%	0.00%		
September 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	Gateway Availability	Diagnostic	N/A	29,520	100.00%	100.00%	0.00%	29,520	100.00%	100.00%	0.00%		
September 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	100.00%	100.00%	0.00%	29,520	100.00%	100.00%	0.00%		
September 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	XAL	Diagnostic	N/A	29,520	100.00%	100.00%	0.00%	29,520	100.00%	100.00%	0.00%		
September 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	100.00%	100.00%	0.00%	41,760	100.00%	100.00%	0.00%		
September 2015	Electronic Gateway Availability	GA-4	System Availability - Repair	RepairGLI	Diagnostic	N/A	40,740	100.00%	100.00%	0.00%	40,740	100.00%	100.00%	0.00%		
September 2015	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	EDUCT	Diagnostic	N/A	21,960	100.00%	100.00%	0.00%	21,960	100.00%	100.00%	0.00%		
September 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hour-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	100.00%	100.00%	0.00%	2	100.00%	100.00%	0.00%		
September 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hour-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	7	100.00%	100.00%	0.00%	7	100.00%	100.00%	0.00%		
September 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hour-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	51.85%	51.85%	48.85%	2	3	66.67%	47.14%	-0.253347	-1.54024
September 2015	Maintenance and Repair	MR-5X	All Troubles Cleared w/ 4 Hour-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	7	100.00%	100.00%	0.00%	7	100.00%	100.00%	0.00%		
September 2015	Maintenance and Repair	MR-6E	Out of Service Cleared w/ 24 hours	Business	Parity	N/A	0	0.00%	0.00%	0.00%	44	85	46.32%	49.88%	0.534049	-0.674105
September 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	353	2	1.57	1.57	1721	2	841	11.32	-0.583596	-1.354602
September 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2053	7	2.59	2.59	048	2	105	11.32	-0.271012	-1.164764
September 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	8154	38	6.34	6.34	1721	2	841	11.32	-0.271012	-1.164764
September 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	27600	28	9.37	9.37	39199113	447	8742	102.31	-3.974319	-3.416215
September 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	50.00%	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 - 2 Wire Non-Loaded	Parity	N/A	1	14.29%	14.29%	34.99%	0	3	0.00%	0.00%	-0.897147	-1.539347
September 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	2.00%	2.00%	26.89%	0	3	0.00%	0.00%	-0.566247	-1.338174
September 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3	10.34%	10.34%	30.45%	66	470	14.04%	34.74%	-0.566247	-1.338174
September 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	76	2.83%	2.83%	16.01%	3	233	1.29%	11.27%	0.362216	-0.779788
September 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	0.00%	0.00%	0.00%	1	13,464	0.01%	0.86%	-0.878237	-1.412339
September 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	11,468	0.00%	0.00%	0.00%	387	20,468	1.79%	13.27%	-1.12393	-1.676287
September 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	0.00%	0.00%	0.00%	68	0.00%	0.00%	0.00%	-0.38862	-1.224105
September 2015	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	11	0.76%	0.76%	0	66	0.00%	0.00%	-0.521346	-1.316956
September 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	337	0.59%	0.59%	0	66	0.00%	0.00%	-0.521346	-1.316956
September 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	13	899	1.45%	1.45%	3	211	1.24%	11.09%	-1.07991	-1.07991
September 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	29	6,029	0.48%	0.48%	3	241	1.24%	11.09%	-1.07991	-1.07991
September 2015	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	1,418	0.00%	0.01%	470	32,585	1.44%	11.82%	-0.751288	-2.894915
September 2015	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Diagnostic	N/A	0	888	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
September 2015	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Diagnostic	N/A	0	1,418	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
September 2015	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTL-Q Tandem Oic w/ TGRS excl	Parity	N/A	61	1	61.00	0.00	82	1	82.00	0.00	0.00	0.00
September 2015	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTL-Q End Oic w/ TGRS excl	Parity	N/A	3	1	3.00	0.00	14,990	59	254.07	511.82	-0.604549	-1.368877
September 2015	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTL-Q Tandem Oic w/ TGRS excl	Parity	N/A	64	2	32.00	24.04	1	1	100.00%	0.00%	0.00%	0.00%
September 2015	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTL-Q End Oic w/ TGRS excl	Parity	N/A	0	1	0.00%	0.00%	1	1	100.00%	0.00%	0.00%	0.00%
September 2015	Maintenance and Repair	MR-8	Trouble Rate	Interval for Pending Orders Delayed Past Due Date	Parity	N/A	1	100.00%	100.00%	0.00%	20	58	33.90%	47.34%	3.718016	1.281001
September 2015	Maintenance and Repair	MR-8	Trouble Rate	Interval for Pending Orders Delayed Past Due Date	Parity	N/A	0	1	0.00%	0.00%	1	1	100.00%	0.00%	0.00%	0.00%
September 2015	Maintenance and Repair	MR-8	Trouble Rate	Pending Orders Delayed for Facilities	Parity	N/A	1	100.00%	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	0.00%
September 2015	Maintenance and Repair	MR-8	Trouble Rate	Pending Orders Delayed for Facilities	Parity	N/A	0	1	0.00%	0.00%	1	1	100.00%	0.00%	0.00%	0.00%
September 2015	Maintenance and Repair	MR-8	Trouble Rate	Interval Zone 2 Areas	Benchmark	90.00%	2	1	100.00%	0.00%	20	58	33.90%	47.34%	3.718016	1.281001
September 2015	Maintenance and Repair	MR-8	Trouble Rate	Interval Zone 2 Areas	Benchmark	90.00%	1	1	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	0.00%
September 2015	Maintenance and Repair	MR-8	Trouble Rate	Interval Zone 2 Areas	Parity	N/A	7	7	100.00%	0.00%	8	8	100.00%	0.00%	0.00%	0.00%
September 2015	Maintenance and Repair	MR-8	Trouble Rate	Interval Zone 2 Areas	Benchmark	90.00%	20	25	80.00%	6.00	3	3	100.00%	0.00%	0.00%	0.00%

Month	RID Category	RID	RID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CT-Q Numerator	CT-Q Denominator	CT-Q Result	CT-Q Standard Deviation	Modified Z Score	Pass Score
September 2015	Ordering and Provisioning	OP-4E	Internal Zone 2 Access	Unbundled Loop - 2 Wire Non-Landed	Benchmark	6.00	3	1	3.00							
September 2015	Ordering and Provisioning	OP-4E	Internal Zone 2 Access	Unbundled Loop - DS1 Capable	Benchmark	5.50	5	1	5.50							
September 2015	Ordering and Provisioning	OP-3A	Internal Zone 2 Access	Unbundled Loop Analog	Benchmark	6.00	133	25	5.32							
September 2015	Ordering and Provisioning	OP-3A	New Service Installation Quality	UNBUNDLED LOOP - DSL COMPATIBLE	Pass	N/A	1	1	100.00%							
September 2015	Ordering and Provisioning	OP-3A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Landed	Pass	N/A	1	7	100.00%							
September 2015	Ordering and Provisioning	OP-3A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Pass	N/A	7	25	100.00%							
September 2015	Ordering and Provisioning	OP-3A	New Service Installation Quality	Unbundled Loop Analog	Pass	N/A	25	25	100.00%							
September 2015	Pre-Ordering	PO-3A	Number Feasibility Thresholds Without Loop Coord	LNP	Benchmark	95.00%	182	182	100.00%							
September 2015	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	N/A	N/A	6324.00	21,780	0.30							
September 2015	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	N/A	N/A	20157.60	16,798	1.30							
September 2015	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	N/A	N/A	26461.60	21,000	1.26							
September 2015	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appt. Scheduln)	TOTAL	N/A	N/A	33222.00	4,692	0.71							
September 2015	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appt. Scheduln)	REQUEST	N/A	N/A	3828.19	4,692	0.82							
September 2015	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appt. Scheduln)	TOTAL	N/A	N/A	790.77	1,978	0.39							
September 2015	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	N/A	N/A	1462.89	1,308	1.21							
September 2015	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	N/A	N/A	2193.86	1,978	1.17							
September 2015	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	N/A	N/A	3667.25	3,971	0.92							
September 2015	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	N/A	N/A	8258.52	3,966	2.12							
September 2015	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	N/A	N/A	11926.77	3,971	3.00							
September 2015	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	N/A	N/A	1816.11	8,998	1.10							
September 2015	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	N/A	N/A	6466.00	8,998	1.15							
September 2015	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	N/A	N/A	16302.11	8,998	1.83							
September 2015	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	N/A	N/A	24653.94	1,119	2.19							
September 2015	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	N/A	N/A	964.15	1,119	0.58							
September 2015	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	N/A	N/A	2080.09	1,119	2.27							
September 2015	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	N/A	N/A	3080.09	7,446	0.36							
September 2015	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	N/A	N/A	4292.21	7,446	0.56							
September 2015	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	N/A	N/A	8934.53	14,894	0.59							
September 2015	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	N/A	N/A	14036.94	7,446	1.89							
September 2015	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	ACCEPT	N/A	N/A	218.50	1,097	0.20							
September 2015	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	N/A	N/A	879.22	2,011	0.44							
September 2015	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	N/A	N/A	1469.91	1,068	1.32							
September 2015	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	N/A	N/A	2584.63	2,011	1.25							
September 2015	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	N/A	N/A	2855.66	3,680	0.78							
September 2015	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	N/A	N/A	53595.00	2,700	19.45							
September 2015	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	N/A	N/A	56450.66	3,680	15.34							
September 2015	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	N/A	N/A	10828.18	6,523	1.68							
September 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation)	XML Request/Response	N/A	N/A	7703.89	4,479	1.72							
September 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation)	TOTAL	N/A	N/A	25880.94	7,311	3.54							
September 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation)	REQUEST	N/A	N/A	41010.96	2,568	15.97							
September 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation)	TOTAL	N/A	N/A	3991.25	775	5.15							
September 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation)	REQUEST	N/A	N/A	19880.90	3,146	6.35							
September 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation)	TOTAL	N/A	N/A	3393.30	3,146	1.05							
September 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation)	REQUEST	N/A	N/A	5838.12	1,722	3.46							
September 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation)	TOTAL	N/A	N/A	211	283	0.623%							
September 2015	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	N/A	N/A	118	13	30.77%							
September 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	N/A	N/A	211	148	77.85%							
September 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	N/A	N/A	4	211	100.00%							
September 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-PROTS	N/A	N/A	4	4	100.00%							
September 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	N/A	N/A	118	116	100.00%							
September 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Product Aggregate	N/A	N/A	27.38	3	8.13							
September 2015	Pre-Ordering	PO-2C	LSRs received via facilities	Product Aggregate	N/A	N/A	81.29	24	3.24							
September 2015	Pre-Ordering	PO-2C	LSRs received via facilities	Resale Aggregate	N/A	N/A	4	4	100.00%							
September 2015	Pre-Ordering	PO-2A(N)	Foos on Time for Fully Electronic LSRs	Unbundled Loop AGC-EELS	Benchmark	95.00%	111	4	100.00%							
September 2015	Pre-Ordering	PO-2A(N)	Foos on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	111	203	100.00%							
September 2015	Pre-Ordering	PO-2A(N)	Foos on Time for Fully Electronic LSRs	LNP	Benchmark	90.00%	203	4	100.00%							
September 2015	Pre-Ordering	PO-2B(N)	Foos on Time for Electronic/Manual LSRs	Unbundled Loop AGC-EELS	Benchmark	90.00%	34	34	100.00%							
September 2015	Pre-Ordering	PO-2B(N)	Foos on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	47	47	100.00%							

July 2016 PAP Aggregate Performance Report NO.xls

Month	PID Category	PID Title	Product Category	Standard Benchmark	Benchmark	85.00%	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
September 2015	Pre-Ordering	FOCs provided for ASRS requesting LIS Trunks	LIS Trunk	Unbundled Loops	N/A	N/A	3	100.00%	100.00%	0.00%	0	27	0.00%	0.00%		
September 2015	Pre-Ordering	Unbundled Loops	LIS Trunk	Unbundled Loops and Number Portability	N/A	N/A	11	27.27%	27.27%	0.00%	0	27	0.00%	0.00%		
August 2015	Billing	Invoices Delivered within 10 Days	All	Parity by Design	N/A	N/A	190	100.00%	100.00%	0.00%	0	27	0.00%	0.00%		
August 2015	Billing	Billing Accuracy - Adjustments for Errors	UNI and Resale Aggregate	Diagnostic	N/A	N/A	192,781	100.00%	100.00%	0.00%	0	27	0.00%	0.00%		
August 2015	Billing	Billing Accuracy - Adjustments for Errors	UNI and Resale Aggregate	Diagnostic	N/A	N/A	968	100.00%	100.00%	0.00%	0	27	0.00%	0.00%		
August 2015	Billing	UNI and Resale Aggregate	UNI and Resale Aggregate	Parity	N/A	N/A	377	100.00%	100.00%	0.00%	5,537	5,582	99.18%	8.84%	-1.684135	-2.029861
August 2015	Billing	Reciprocal Compensation (MOU)	LDB	Diagnostic	N/A	N/A	986	100.00%	100.00%	0.00%	0	27	0.00%	0.00%		
August 2015	DB-IC-1	All	Directory Listing	Diagnostic	N/A	N/A	4,324,804	100.00%	100.00%	0.00%	0	27	0.00%	0.00%		
August 2015	Electronic Gateway Availability	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	N/A	5,123	0.20	0.20	0.00%	0	27	0.00%	0.00%		
August 2015	Electronic Gateway Availability	Gateway Availability - LSR	SIA	Diagnostic	N/A	N/A	29,880	100.00%	100.00%	0.00%	0	27	0.00%	0.00%		
August 2015	Electronic Gateway Availability	Gateway Availability - LSR	XML	Diagnostic	N/A	N/A	29,880	100.00%	100.00%	0.00%	0	27	0.00%	0.00%		
August 2015	Electronic Gateway Availability	Gateway Availability - Repair	EBTA	Diagnostic	N/A	N/A	29,880	100.00%	100.00%	0.00%	0	27	0.00%	0.00%		
August 2015	Electronic Gateway Availability	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	N/A	42,840	100.00%	100.00%	0.00%	0	27	0.00%	0.00%		
August 2015	Electronic Gateway Availability	System Availability - ASR	EXACT	Diagnostic	N/A	N/A	41,585	100.00%	100.00%	0.00%	0	27	0.00%	0.00%		
August 2015	Electronic Gateway Availability	Time Outage Resolution after Software Releases	ALL	Diagnostic	N/A	N/A	21,600	100.00%	100.00%	0.00%	0	27	0.00%	0.00%		
August 2015	Maintenance and Repair	All Troubles Cleared w/ 4 Hours-Zone 2	MR-5B	Parity	N/A	N/A	0	50.00%	50.00%	50.00%	1	2	50.00%	50.00%	0	-1
August 2015	Maintenance and Repair	All Troubles Cleared w/ 4 Hours-Zone 2	MR-5B	Diagnostic	N/A	N/A	4	44.44%	44.44%	0.00%	0	27	0.00%	0.00%		
August 2015	Maintenance and Repair	All Troubles Cleared w/ 4 Hours-Zone 2	MR-5B	Diagnostic	N/A	N/A	1	100.00%	100.00%	0.00%	0	27	0.00%	0.00%		
August 2015	Maintenance and Repair	Out of Service Cleared w/ 24 hours	MR-5X	Parity	N/A	N/A	8	53.33%	53.33%	0.00%	0	27	0.00%	0.00%		
August 2015	Maintenance and Repair	Mean Time to Restore Interval Zone 2	MR-5A	Parity	N/A	N/A	1	0.00%	0.00%	0.00%	1	2	50.00%	50.00%	-0.08561	-1.053842
August 2015	Maintenance and Repair	Mean Time to Restore Interval Zone 2	MR-5A	Parity	N/A	N/A	242,48	121.24	121.24	0.00%	22	85	25.88%	43.80%	-0.65305	-1.399055
August 2015	Maintenance and Repair	Mean Time to Restore Interval Zone 2	MR-5E	Parity	N/A	N/A	914	4.37	4.37	0.00%	337	117.07	181.03	0.398855	-0.757513	
August 2015	Maintenance and Repair	Mean Time to Restore Interval Zone 2	MR-5E	Parity	N/A	N/A	43,19	4.49	4.49	0.00%	9	2	4.35	1.95	0.279319	-0.830186
August 2015	Maintenance and Repair	Mean Time to Restore Interval Zone 2	MR-5E	Parity	N/A	N/A	3,21	3.21	3.21	0.00%	0	2	0.00%	0.00%		
August 2015	Maintenance and Repair	Mean Time to Restore Interval Zone 2	MR-5E	Parity	N/A	N/A	84,39	5.39	5.39	0.00%	15	4,35	1.05	0.592842	-0.645658	
August 2015	Maintenance and Repair	Repair Report Rate-Disp w/ MSA	MR-7A	Parity	N/A	N/A	715,58	19.21	19.21	0.00%	61	345	17.68%	36.15%	-3.558678	-3.162306
August 2015	Maintenance and Repair	Repair Report Rate-Zone 2	MR-7E	Parity	N/A	N/A	0	0.00%	0.00%	0.00%	0	2	0.00%	0.00%		
August 2015	Maintenance and Repair	Repair Report Rate-Zone 2	MR-7E	Parity	N/A	N/A	2	0.00%	0.00%	0.00%	0	2	0.00%	0.00%		
August 2015	Maintenance and Repair	Repair Report Rate-Zone 2	MR-7E	Parity	N/A	N/A	0	0.00%	0.00%	0.00%	0	2	0.00%	0.00%		
August 2015	Maintenance and Repair	Repair Report Rate-Zone 2	MR-7E	Parity	N/A	N/A	2	13.33%	13.33%	0.00%	0	2	0.00%	0.00%		
August 2015	Maintenance and Repair	Repair Report Rate-Zone 2	MR-7E	Parity	N/A	N/A	37	8.11%	8.11%	0.00%	82	521	157.4%	36.42%	-1.231613	-1.748768
August 2015	Maintenance and Repair	Trouble Rate	MR-4	Parity	N/A	N/A	75	2.87%	2.87%	0.00%	2	238	0.85%	9.17%	0.686892	-3.925221
August 2015	Maintenance and Repair	Trouble Rate	MR-4	Parity	N/A	N/A	0	0.00%	0.00%	0.00%	0	2	0.00%	0.00%		
August 2015	Maintenance and Repair	Trouble Rate	MR-4	Parity	N/A	N/A	11,540	2.84%	2.84%	0.00%	422	20,751	2.03%	14.11%	0.24187	-0.853075
August 2015	Maintenance and Repair	Trouble Rate	MR-4	Parity	N/A	N/A	0	0.00%	0.00%	0.00%	2	239	0.84%	9.11%	0.297887	-1.181109
August 2015	Maintenance and Repair	Trouble Rate	MR-4	Parity	N/A	N/A	9	0.95%	0.95%	0.00%	0	66	0.00%	0.00%		
August 2015	Maintenance and Repair	Trouble Rate	MR-4	Parity	N/A	N/A	341	0.29%	0.29%	0.00%	0	66	0.00%	0.00%		
August 2015	Maintenance and Repair	Trouble Rate	MR-4	Parity	N/A	N/A	15	8.13%	8.13%	0.00%	0	66	0.00%	0.00%		
August 2015	Maintenance and Repair	Trouble Rate	MR-4	Parity	N/A	N/A	813	1.84%	1.84%	0.00%	2	245	0.82%	9.00%	0.818076	-0.823829
August 2015	Maintenance and Repair	Trouble Rate	MR-4	Parity	N/A	N/A	37	6.03%	6.03%	0.00%	521	32,882	1.58%	12.47%	-5.586703	-4.388474
August 2015	Maintenance and Repair	Repair Appointments Met-Disp w/ MSA	MR-9A	Parity	N/A	N/A	1	1.418	1.418	0.00%	197	345	57.10%	49.48%	-0.45409	-1.276987
August 2015	Maintenance and Repair	Trunk Blockage to CTL-Q Tandem Oic w TGRS excl	MR-9A	Parity	N/A	N/A	0	0.00%	0.00%	0.00%	0	2	0.00%	0.00%		
August 2015	Maintenance and Repair	Trunk Blockage to CTL-Q End Oic w TGRS excl	MR-9A	Parity	N/A	N/A	0	0.00%	0.00%	0.00%	0	2	0.00%	0.00%		
August 2015	Maintenance and Repair	Trunk Blockage to CTL-Q End Oic w TGRS excl	MR-9A	Parity	N/A	N/A	0	0.00%	0.00%	0.00%	0	2	0.00%	0.00%		
August 2015	Maintenance and Repair	Interval for Pending Orders Delayed Past Due Date	OP-15A	Parity	N/A	N/A	40	40.00%	40.00%	0.00%	0	0	0.00%	0.00%		
August 2015	Maintenance and Repair	Interval for Pending Orders Delayed Past Due Date	OP-15A	Parity	N/A	N/A	28	28.00%	28.00%	0.00%	1	28,000	0.00%	0.00%		
August 2015	Maintenance and Repair	Pending Orders Delayed for Facilities	OP-15B-RD	Parity	N/A	N/A	0	0.00%	0.00%	0.00%	0	1	0.00%	0.00%		
August 2015	Maintenance and Repair	Interval Zone 2 Areas	OP-3E	Benchmark	90.00%	90.00%	7	100.00%	100.00%	0.00%	18	59	30.51%	46.04%	3.719016	1.261001
August 2015	Maintenance and Repair	Interval Zone 2 Areas	OP-3E	Benchmark	90.00%	90.00%	4	100.00%	100.00%	0.00%	0	0	0.00%	0.00%		
August 2015	Maintenance and Repair	Interval Zone 2 Areas	OP-3E	Benchmark	90.00%	90.00%	2	100.00%	100.00%	0.00%	0	0	0.00%	0.00%		
August 2015	Maintenance and Repair	Interval Zone 2 Areas	OP-4E	Benchmark	6.00	6.00	22	24	91.67%	0.00%	0	0	0.00%	0.00%		
August 2015	Maintenance and Repair	Interval Zone 2 Areas	OP-4E	Benchmark	6.00	6.00	18	5	3.20	0.00%	4	3,000	0.00%	0.00%		
August 2015	Maintenance and Repair	Interval Zone 2 Areas	OP-4E	Benchmark	6.00	6.00	12	12	6.00	0.00%	0	0	0.00%	0.00%		
August 2015	Maintenance and Repair	New Service Installation Quality	OP-5A	Parity	N/A	N/A	103	100.00%	100.00%	0.00%	1	1	100.00%	100.00%	0.00%	0.00%

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTLD Numerator	CTLD Denominator	CTLD Result	CTLD Standard Deviator	Modified Z Score	Penalty Score
August 2015	Ordering and Provisioning	0P-5A	New Service Installation Quality	Unbuffered Loop - 2 Wire Non-loaded	Parity	N/A	4	4	100.00%	0.00%	178	188	94.71%	22.38%	-0.231762	-1.140913
August 2015	Ordering and Provisioning	0P-5A	New Service Installation Quality	Unbuffered Loop - DSTI Capable	Parity	N/A	2	2	100.00%	0.00%	0	0	100.00%	0.00%		
August 2015	Ordering and Provisioning	0P-5C	Number Portability Thresholds (Without Loop Coord)	Unbuffered Loop Aiding	Benchmark	95.00%	174	174	100.00%	0.00%	178	188	94.71%	22.38%	-0.231762	-1.140913
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	4000.40	20,002	0.20							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	1386.60	15,341	0.90							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	1789.70	20,002	0.89							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Appl. Schedulr)	REQUEST	Diagnostic	N/A	1784.77	3,527	0.51							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Appl. Schedulr)	TOTAL	Diagnostic	N/A	2102.24	3,527	0.60							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Appl. Schedulr)	RESPONSE	Diagnostic	N/A	603.33	1,590	0.39							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Appl. Schedulr)	TOTAL	Diagnostic	N/A	2872.40	1,336	2.15							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Family Assignment)	REQUEST	Diagnostic	N/A	3462.73	3,422	0.31							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Family Assignment)	TOTAL	Diagnostic	N/A	3114.02	3,422	0.31							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Family Assignment)	RESPONSE	Diagnostic	N/A	1537.60	3,555	0.42							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Family Check)	TOTAL	Diagnostic	N/A	1847.18	3,422	0.54							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Family Check)	REQUEST	Diagnostic	N/A	5985.20	7,035	0.72							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Family Check)	TOTAL	Diagnostic	N/A	6486.00	5,840	1.15							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Family Check)	RESPONSE	Diagnostic	N/A	11551.20	7,035	1.27							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Gen. CSR)	TOTAL	Diagnostic	N/A	1290.29	1,008	1.08							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Gen. CSR)	REQUEST	Diagnostic	N/A	1058.87	1,008	1.05							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Gen. CSR)	TOTAL	Diagnostic	N/A	2339.26	1,008	2.32							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Gen. CSR)	RESPONSE	Diagnostic	N/A	2708.80	6,772	0.40							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Gen. CSR)	TOTAL	Diagnostic	N/A	7578.80	13,550	0.56							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Gen. CSR)	REQUEST	Diagnostic	N/A	10285.80	6,772	1.52							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Gen. CSR)	TOTAL	Diagnostic	N/A	211.50	853	0.22							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Gen. CSR)	RESPONSE	Diagnostic	N/A	582.80	2,814	0.20							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Gen. CSR)	TOTAL	Diagnostic	N/A	1282.80	2,814	0.46							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Gen. CSR)	REQUEST	Diagnostic	N/A	2067.10	2,814	0.72							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Gen. CSR)	TOTAL	Diagnostic	N/A	1583.28	2,193	0.72							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Gen. CSR)	RESPONSE	Diagnostic	N/A	4269.25	2,193	1.93							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Gen. CSR)	TOTAL	Diagnostic	N/A	4404.23	2,193	2.03							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Gen. CSR)	REQUEST	Diagnostic	N/A	11593.96	6,167	1.88							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Gen. CSR)	TOTAL	Diagnostic	N/A	8014.38	3,563	2.53							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Gen. CSR)	RESPONSE	Diagnostic	N/A	48123.79	5,071	9.49							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Gen. CSR)	TOTAL	Diagnostic	N/A	25442.18	5,448	4.67							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Loop Dual Tool)	REQUEST	Diagnostic	N/A	28744.96	1,588	18.97							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Loop Dual Tool)	TOTAL	Diagnostic	N/A	3575.61	897	5.13							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Loop Dual Tool)	RESPONSE	Diagnostic	N/A	17211.15	5,643	3.05							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Loop Dual Tool)	TOTAL	Diagnostic	N/A	2720.80	2,864	0.95							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Loop Dual Tool)	REQUEST	Diagnostic	N/A	5475.26	1,342	4.08							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Loop Dual Tool)	TOTAL	Diagnostic	N/A	198	233	84.12%							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Loop Dual Tool)	RESPONSE	Diagnostic	N/A	108	21	9.52%							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Loop Dual Tool)	TOTAL	Diagnostic	N/A	108	141	76.60%							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Loop Dual Tool)	REQUEST	Diagnostic	N/A	198	197	99.49%							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Loop Dual Tool)	TOTAL	Diagnostic	N/A	108	110	100.00%							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Loop Dual Tool)	RESPONSE	Diagnostic	N/A	2	2	100.00%							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Loop Dual Tool)	TOTAL	Diagnostic	N/A	2	14	14.29%							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Loop Dual Tool)	REQUEST	Diagnostic	N/A	99	99	100.00%							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Loop Dual Tool)	TOTAL	Diagnostic	N/A	187	187	100.00%							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Loop Dual Tool)	RESPONSE	Diagnostic	N/A	11	11	100.00%							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Loop Dual Tool)	TOTAL	Diagnostic	N/A	40	41	97.56%							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Loop Dual Tool)	REQUEST	Diagnostic	N/A	33	34	97.00%							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Loop Dual Tool)	TOTAL	Diagnostic	N/A	3	3	100.00%							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Loop Dual Tool)	RESPONSE	Diagnostic	N/A	0	3	0.00%							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Loop Dual Tool)	TOTAL	Diagnostic	N/A	158	157	99.36%							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Loop Dual Tool)	REQUEST	Diagnostic	N/A	189,043	189,043	100.00%							
August 2015	Pre-Ordering	PO-1HA-GU	Pre-Order Response Times (Loop Dual Tool)	TOTAL	Diagnostic	N/A	936	838	100.00%							

July 2016 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
July 2015	Billing	BI-4A	UNE and Resale Aggregate	UNE and Resale Aggregate	Parity	N/A	317	318	99.89%	5.80%	5,937	5,987	99.50%	7.07%	-0.482595	-1.281238
July 2015	Billing	BI-1B	Reciprocal Compensation (MCO): All	Reciprocal Compensation	Diagnostic	N/A	938	938	100.00%							
July 2015	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	4,372,477	4,372,477	1.05							
July 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	Gateway Availability - LSR	Diagnostic	N/A	1,668.87	1,668.87	0.35							
July 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	Gateway Availability - LSR	Diagnostic	N/A	30,600	30,600	100.00%							
July 2015	Electronic Gateway Availability	GA-2	Gateway Availability - Repair	Gateway Availability - Repair	Diagnostic	N/A	30,600	30,600	100.00%							
July 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	Gateway Availability - Repair	Diagnostic	N/A	30,600	30,600	100.00%							
July 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	Gateway Availability - Repair	Diagnostic	N/A	43,200	43,200	100.00%							
July 2015	Electronic Gateway Availability	GA-4	System Availability - ASR	System Availability - ASR	Diagnostic	N/A	42,180	42,180	100.00%							
July 2015	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	System Availability - ASR	Diagnostic	N/A	22,860	22,860	100.00%							
July 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - DS1 COMPATIBLE	Parity	N/A	0	0	0.00%		2	4	50.00%		-0.253347	-1.154024
July 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - DS1 COMPATIBLE	Diagnostic	N/A	0	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	0	0.00%							
July 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - DS1 COMPATIBLE	Parity	N/A	8	13	61.54%							
July 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/ 24 hours	Business	Parity	N/A	95.01	95.01	0.00%							
July 2015	Maintenance and Repair	MR-6A	Mean Time to Restore-Shop w/ MSA	Residence	Parity	N/A	10.13	10.13	0.00%							
July 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	38.42	38.42	6.07							
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	9.30	0.00%							
July 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - DS1 COMPATIBLE	Parity	N/A	13.359	13.359	2.46							
July 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - DS1 COMPATIBLE	Parity	N/A	51.43	51.43	3.59							
July 2015	Maintenance and Repair	MR-7A	Repair Repeat Rpt Rate-Dish w/ MSA	Enhanced Extended Loops - DS1 Capable	Parity	N/A	17.09	17.09	81.24							
July 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%		71	374	18.98%		-1.203801	-1.313948
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%							
July 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - DS1 COMPATIBLE	Parity	N/A	0	6	16.67%							
July 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - 2 Wire Non-Loaded	Parity	N/A	13	13	7.69%							
July 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - DS1 COMPATIBLE	Parity	N/A	59	59	15.25%							
July 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	78	78	1.26%							
July 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - DS1 COMPATIBLE	Parity	N/A	0	11,540	0.00%							
July 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	68	68	1.47%							
July 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	11	0.00%							
July 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - 2 Wire Non-Loaded	Parity	N/A	0	955	0.03%							
July 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - DS1 COMPATIBLE	Parity	N/A	344	344	0.29%							
July 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - 2 Wire Non-Loaded	Parity	N/A	13	928	1.40%							
July 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - DS1 COMPATIBLE	Parity	N/A	59	6170	0.96%							
July 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - DS1 COMPATIBLE	Parity	N/A	0	1	0.00%							
July 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - DS1 COMPATIBLE	Parity	N/A	1	1,032	0.11%							
July 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - DS1 COMPATIBLE	Parity	N/A	1	1,032	0.12%							
July 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - DS1 COMPATIBLE	Parity	N/A	1	1,032	0.11%							
July 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - DS1 COMPATIBLE	Parity	N/A	19	19	18.00%							
July 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - DS1 COMPATIBLE	Parity	N/A	7	7	7.00%							
July 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - DS1 COMPATIBLE	Parity	N/A	0	1	0.00%							
July 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - DS1 COMPATIBLE	Parity	N/A	0	1	0.00%							
July 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - DS1 COMPATIBLE	Parity	N/A	1	100.00%	100.00%							
July 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - DS1 COMPATIBLE	Parity	N/A	1	100.00%	100.00%							
July 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - DS1 COMPATIBLE	Parity	N/A	4	4	100.00%							
July 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - DS1 COMPATIBLE	Parity	N/A	6	6	100.00%							
July 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - DS1 COMPATIBLE	Parity	N/A	3	3	100.00%							
July 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - DS1 COMPATIBLE	Parity	N/A	34	34	97.06%							
July 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - DS1 COMPATIBLE	Parity	N/A	7	7	7.00%							
July 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - DS1 COMPATIBLE	Parity	N/A	3	3	3.00%							
July 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - DS1 COMPATIBLE	Parity	N/A	9	9	6.00%							
July 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - DS1 COMPATIBLE	Parity	N/A	11	11	3.67							
July 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - DS1 COMPATIBLE	Parity	N/A	92	19	4.84							
July 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - DS1 COMPATIBLE	Parity	N/A	4	4	100.00%							
July 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - DS1 COMPATIBLE	Parity	N/A	1	1	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Purity Score
July 2015	Ordering and Provisioning	PO-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Purity	N/A	6	6	100.00%	0.00%	0	0	0.00%	0.00%	-1.26774	-1.26774
July 2015	Ordering and Provisioning	PO-5A	New Service Installation Quality	Unbundled Loop - DSL Capable	Purity	N/A	4	4	100.00%	0.00%	0	0	0.00%	0.00%		
July 2015	Ordering and Provisioning	PO-5A	New Service Installation Quality	Unbundled Loop Aiming	Purity	N/A	34	34	100.00%	0.00%	181	181	94.78%	22.27%		
July 2015	Pre-Ordering	PO-1HA GUI	Number Portability Timeliness (Without Loop Coord)	REQUEST	Benchmark	95.00%	191	17326	0.12	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-1HA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	2078,312	13,126	0.65	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-1HA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	851,25	17,289	0.28	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-1HA GUI	Pre-Order Response Times (Appl. Scheduler)	REQUEST	Diagnostic	N/A	1081,077	3,693	0.33	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-1HA GUI	Pre-Order Response Times (Appl. Scheduler)	TOTAL	Diagnostic	N/A	1211,45	3,693	0.20	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-1HA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	5140,08	1,754	3.13	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-1HA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5490,88	3,423	0.65	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-1HA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2082,779	3,423	6.03	0.39	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-1HA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	2315,50	6,450	4.738	1.25	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-1HA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	5822,50	6,450	0.79	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-1HA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	6438,00	6,450	1.31	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-1HA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	1088,82	853	1.28	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-1HA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	2453,42	1,378	1.78	0.27	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-1HA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	1416,42	5,246	0.44	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-1HA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	4457,84	10,131	0.44	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-1HA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	5874,08	5,246	1.12	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-1HA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	7173,40	5,246	0.15	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-1HA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	4617,2	3,288	0.14	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-1HA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	1396,80	1,280	1.59	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-1HA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2831,92	3,288	0.80	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-1HA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	1459,44	4,054	0.36	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-1HA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3968,82	2,097	19.08	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-1HA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	41428,28	4,054	10.22	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-1XML	Pre-Order Response Times (Appl. Scheduler XML)	XML Request/Response	Diagnostic	N/A	11846,69	6,321	1.89	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-1XML	Pre-Order Response Times (Appl. Scheduler XML)	XML Request/Response	Diagnostic	N/A	14089,04	3,782	3.72	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-1XML	Pre-Order Response Times (Loop Dual Tones XML)	XML Request/Response	Diagnostic	N/A	51099,88	4,904	6.854	4.45	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-1XML	Pre-Order Response Times (Loop Dual Tones XML)	XML Request/Response	Diagnostic	N/A	20500,30	1,249	19.15	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-1XML	Pre-Order Response Times (Loop Dual Tones XML)	XML Request/Response	Diagnostic	N/A	23918,35	5,228	4.32	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-1XML	Pre-Order Response Times (Loop Dual Tones XML)	XML Request/Response	Diagnostic	N/A	5738,96	1,328	4.32	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-1XML	Pre-Order Response Times (Loop Dual Tones XML)	XML Request/Response	Diagnostic	N/A	18820,80	2,683	3.60	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-1XML	Pre-Order Response Times (Loop Dual Tones XML)	XML Request/Response	Diagnostic	N/A	2387,87	1,658	3.65	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-POTS	Diagnostic	N/A	6	20	30.00%	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	103	144	71.53%	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2B	All Full-Through Eligible LSRs	LTP	Diagnostic	N/A	195	195	99.87%	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2B	All Full-Through Eligible LSRs	Resale Aggregate W/O UNE-POTS	Diagnostic	N/A	6	6	100.00%	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2B	All Full-Through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	103	103	100.00%	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	2123	1	2123	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2C	LSRs received via facsimile	Resale Aggregate	Diagnostic	N/A	3109	17	150	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Resale Aggregate	Benchmark	95.00%	5	5	100.00%	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Resale Aggregate	Benchmark	95.00%	95	95	100.00%	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Resale Aggregate	Benchmark	95.00%	188	188	100.00%	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Resale Aggregate	Benchmark	95.00%	1	1	100.00%	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Resale Aggregate	Benchmark	95.00%	45	46	97.83%	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Resale Aggregate	Benchmark	95.00%	48	46	100.00%	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Resale Aggregate	Benchmark	95.00%	1	1	100.00%	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Resale Aggregate	Benchmark	95.00%	0	0	0.00%	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Resale Aggregate	Benchmark	95.00%	14	14	100.00%	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Resale Aggregate	Benchmark	95.00%	0	0	0.00%	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Resale Aggregate	Benchmark	95.00%	0	0	0.00%	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Resale Aggregate	Benchmark	95.00%	0	0	0.00%	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Resale Aggregate	Benchmark	95.00%	0	0	0.00%	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Resale Aggregate	Benchmark	95.00%	0	0	0.00%	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Resale Aggregate	Benchmark	95.00%	0	0	0.00%	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Resale Aggregate	Benchmark	95.00%	0	0	0.00%	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Resale Aggregate	Benchmark	95.00%	0	0	0.00%	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Resale Aggregate	Benchmark	95.00%	0	0	0.00%	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Resale Aggregate	Benchmark	95.00%	0	0	0.00%	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Resale Aggregate	Benchmark	95.00%	0	0	0.00%	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Resale Aggregate	Benchmark	95.00%	0	0	0.00%	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Resale Aggregate	Benchmark	95.00%	0	0	0.00%	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Resale Aggregate	Benchmark	95.00%	0	0	0.00%	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Resale Aggregate	Benchmark	95.00%	0	0	0.00%	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Resale Aggregate	Benchmark	95.00%	0	0	0.00%	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Resale Aggregate	Benchmark	95.00%	0	0	0.00%	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Resale Aggregate	Benchmark	95.00%	0	0	0.00%	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Resale Aggregate	Benchmark	95.00%	0	0	0.00%	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Resale Aggregate	Benchmark	95.00%	0	0	0.00%	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Resale Aggregate	Benchmark	95.00%	0	0	0.00%	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Resale Aggregate	Benchmark	95.00%	0	0	0.00%	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Resale Aggregate	Benchmark	95.00%	0	0	0.00%	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Resale Aggregate	Benchmark	95.00%	0	0	0.00%	0.00%	0	0	0.00%	0.00%		
July 2015	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Resale Aggregate	Benchmark	95.00%	0	0	0.00%	0.00%	0	0	0.00%	0.00%		