

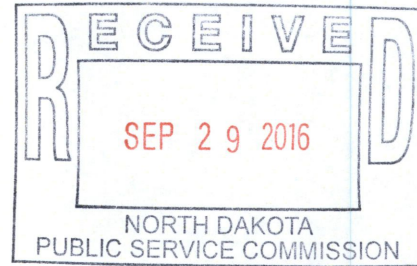
CenturyLink  
220 N 5th Street  
Bismarck, North Dakota 58501  
701 222 7051  
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Kent Blickensderfer  
State Legislative Affairs Director



September 29, 2016

Mr. Darrell Nitschke  
Executive Secretary  
North Dakota Public Service Commission  
600 East Boulevard Avenue, 12<sup>th</sup> 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 August 2015 through August 2016; and
2. Payment Report for the month of July 2016.

Sincerely,

A handwritten signature in black ink, appearing to read "KA Blick", written in a cursive style.

Kent Blickensderfer  
State Legislative Affairs Director

KB/bardm

Enclosures

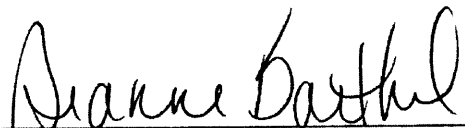
**CERTIFICATE OF SERVICE**

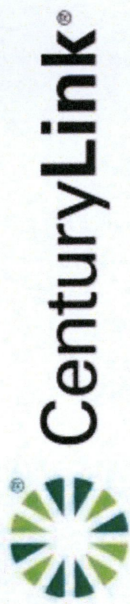
I hereby certify that on this 29th day of September, 2016, the foregoing Performance Results Report for the months of August 2015 through August 2016 and the Payment Report for the month of July 2016 were served upon the following party:

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

and copies sent electronically, addressed to the following:

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

  
Dianne Barthel



## **Qwest Corporation (Qwest or CTL-Q) Performance Results**

### **North Dakota August 2015 - August 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.*

September 9, 2016

CenturyLink QC Performance Results – Current 271 PID

Aug 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	Party Score
August 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	139	140	99.29%	176,957	100.00%	5,148	5,122	99.53%	6.81%	-1,233.19	-1,749.318
August 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNES and Resale Aggregate	Diagnostic	965	965	100.00%	965	100.00%						
August 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Resiprocal Compensation	Parity	346	346	100.00%	346	100.00%						
August 2016	Billing	BI-4A	UNES and Resale Aggregate	UNES and Resale Aggregate	Diagnostic	965	965	100.00%	965	100.00%						
August 2016	Billing	BI-4B	Resiprocal Compensation (MOU)	Resiprocal Compensation	Diagnostic	965	965	100.00%	965	100.00%						
August 2016	CP-2C	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	1	1	100.00%	3,123,237	1.05						
August 2016	Database Updates	DB-1B	All	LDB	Diagnostic	3,279,833	3,279,833	100.00%	3,279,833	1.05						
August 2016	Database Updates	DB-1C	All	Directory Listing	Diagnostic	4,997	4,997	100.00%	4,997	0.20						
August 2016	Database Updates	DB-1C-1	All	IMAGUI	Diagnostic	30,600	30,600	100.00%	30,600	100.00%						
August 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	30,600	30,600	100.00%	30,600	100.00%						
August 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	30,600	30,600	100.00%	30,600	100.00%						
August 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	43,200	43,200	100.00%	43,200	100.00%						
August 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	42,180	42,180	100.00%	42,180	100.00%						
August 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	22,860	22,860	100.00%	22,860	100.00%						
August 2016	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	0	0	50.00%	0	50.00%	1	2	50.00%	50.00%	0	-1
August 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	1	1	100.00%	1	100.00%						
August 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	3	3	100.00%	3	100.00%						
August 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	2	2	100.00%	2	100.00%						
August 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	4	9	44.44%	29	46.85%	1	2	50.00%	50.00%	-0.604685	-1,367.562
August 2016	Maintenance and Repair	MR-5X	Out of Service cleared w/ 24 hours	Business	Parity	0	1	0.00%	0	0.00%	29	64	45.31%	48.78%	-1.080105	-1,662.737
August 2016	Maintenance and Repair	MR-6B	Mean Time to Restore no dispatch	Residence	Parity	7,06	1	7.06	0	0.00%	140	377	37.14%	48.32%	-0.300873	-1,201.156
August 2016	Maintenance and Repair	MR-6C	Mean Time to Restore Internal Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	120,04	1	120.04	0	0.00%	251,40	42	59.47	106.05	-0.480743	-1,298.351
August 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Internal Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	13,27	3	6.43	0	0.00%	158,14	10	15.49	35.56	1.684941	0,743.71
August 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Internal Zone 2	Unbundled Loop Analog	Parity	8,11	3	2.44	0	0.00%	14,19	2	7.10	5.32	-0.0784	-1,047.664
August 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Internal Zone 2	Unbundled Loop - DS1 Capable	Parity	47,48	9	5.19	0	0.00%	14,19	2	7.10	5.32	-0.427517	-1,259.912
August 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Internal Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	764,14	48	15.36	32,09	32.09%	251,88	21	374	67.21	89.41	-3,797.857
August 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	69	69	2.90%	69	2.90%	0	206	0.97%	0.97%	0.635709	-0,613.517
August 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	57	57	1.75%	57	1.75%	328	17,654	1.86%	13.50%	-0.057802	-1,035.141
August 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	1	1	100.00%	1	100.00%	0	206	0.97%	0.97%	0.635709	-0,613.517
August 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	3	3	0.36%	3	0.36%	0	57	0.00%	0.00%	-0.916462	-1,557.163
August 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	2	2	0.70%	2	0.70%	0	57	0.00%	0.00%	-0.916462	-1,557.163
August 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	9	9	1.16%	9	1.16%	2	212	0.94%	0.94%	-0.511951	-1,311.944
August 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	48	48	0.90%	5,427	9.465%	401	28,636	1.40%	17.75%	-0.178825	-1,108.775
August 2016	Maintenance and Repair	MR-8	Repair Appointments Met-Drop out MSA	Residence	Parity	0	1	0.00%	0	0.00%	31	43	72.09%	44.85%	0.537519	-0,673.212
August 2016	Maintenance and Repair	MR-8	Trunk Blockage to CTL-Q Tandem Otc w/ TCSR excl	US Trunk	Parity	0	1,512	0.00%	0	0.00%						
August 2016	Maintenance and Repair	MR-8	Trunk Blockage to CTL-Q Tandem Otc w/ TCSR excl	US Trunk	Parity	0	868	0.00%	0	0.00%						
August 2016	Maintenance and Repair	MR-8	Trunk Blockage to CTL-Q Tandem Otc w/ TCSR excl	US Trunk	Diagnostic	0	1,536	0.03%	0	0.03%						
August 2016	Maintenance and Repair	MR-8	Trunk Blockage to CTL-Q Tandem Otc w/ TCSR excl	US Trunk	Diagnostic	0	868	0.00%	0	0.00%						
August 2016	Maintenance and Repair	MR-8	Trunk Blockage to CTL-Q Tandem Otc w/ TCSR excl	US Trunk	Parity	16	16	16.00%	16	16.00%	0	0	0.00%	0.00%	0.00	336.55
August 2016	Maintenance and Repair	MR-8	Interval Zone 2 Areas	Unbundled Loop Analog	Parity	1	1	100.00%	1	100.00%	33	253.58	27.27%	44.54%	-0.695464	-1,428.212
August 2016	Maintenance and Repair	MR-8	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	2	2	100.00%	2	100.00%	9	33	27.27%	44.54%	-0.695464	-1,428.212
August 2016	Maintenance and Repair	MR-8	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	34	36	94.44%	36	94.44%	3	3	100.00%	0.00%	0.00%	3,719.016
August 2016	Maintenance and Repair	MR-8	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	10	2	5.00%	2	5.00%	0	1	0.00%	0.00%	0.00%	0.00%
August 2016	Maintenance and Repair	MR-8	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	180	36	5.00%	36	5.00%						
August 2016	Maintenance and Repair	MR-8	Number Portability Timeliness without Loop Coord	LNP	Benchmark	458	458	100.00%	458	100.00%						
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	6,614,36	19,454	0.34	19,454	0.34						
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	15,986,80	19,454	1.14	19,454	1.14						
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	3,322,46	4,198	0.77	4,198	0.77						
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Addr. Scheduler)	TOTAL	Diagnostic	3,688,18	4,198	0.88	4,198	0.88						
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	747,18	1,175	0.42	1,175	0.42						
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	1,251,60	1,192	1.05	1,192	1.05						
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	1,989,78	1,779	1.12	1,779	1.12						
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	3,310,75	3,895	0.85	3,895	0.85						

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CTC-Q Standard Deviator	CTC-Q Numerator	CTC-Q Denominator	CTC-Q Result	Modified Z Score	Parity Score
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8013.78	3.798	2.11						
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11324.53	3.895	2.91						
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8153.25	7.765	1.05						
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6722.20	5.795	1.16						
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14875.45	7.765	1.92						
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2308.68	1.089	2.12						
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	1.956	1.195	0.56						
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2977.88	1.089	2.73						
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3713.60	6.752	0.55						
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7574.22	13.059	0.58						
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11287.82	6.752	1.67						
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	263.76	1.069	0.24						
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	812.21	1.381	0.41						
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1265.92	989	1.28						
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2341.89	1.981	1.18						
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2571.06	3.522	0.73						
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	52558.95	2.759	19.05						
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	55130.01	3.522	15.65						
August 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8418.64	4.478	1.88						
August 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appr. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7903.40	4.595	1.72						
August 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	68191.55	6.923	9.85						
August 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	26466.99	6.347	4.17						
August 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47099.63	3.487	13.49						
August 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	775	775	5.08						
August 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Services Avail XML)	XML Request/Response	Diagnostic	N/A	15141.08	4.622	3.14						
August 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3146	3.146	1.20						
August 2016	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	5985.20	1.520	3.46						
August 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	201	256	76.52%						
August 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	3	11	27.27%						
August 2016	Pre-Ordering	PO-2B	All Flowthrough Eligible LSRs	LNP	Diagnostic	N/A	201	156	52.95%						
August 2016	Pre-Ordering	PO-2B	All Flowthrough Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	201	201	100.00%						
August 2016	Pre-Ordering	PO-2B	All Flowthrough Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	3	3	100.00%						
August 2016	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Unbundled Loop Aggregate	Diagnostic	N/A	82	82	100.00%						
August 2016	Pre-Ordering	PO-5A(a)	FOCs on Time for Fully Electronic LSRs	Prepaid Aggregate	Benchmark	95.00%	22.48	20	1.09						
August 2016	Pre-Ordering	PO-5A(b)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	3	3	100.00%						
August 2016	Pre-Ordering	PO-5A(c)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	76	76	100.00%						
August 2016	Pre-Ordering	PO-5B(a)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	188	188	100.00%						
August 2016	Pre-Ordering	PO-5B(b)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	7	7	100.00%						
August 2016	Pre-Ordering	PO-5B(c)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	76	76	100.00%						
August 2016	Pre-Ordering	PO-9B	Unbundled Loops	LNP	Benchmark	90.00%	41	41	100.00%						
July 2016	Billing	BI-2	Invoices Delivered within 10 Days	Unbundled Loops and Number Portability	Parity	N/A	0	3	0.00%		1	16	6.25%	24.21%	-1.606871
July 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	All	Parity by Design	N/A	176	176	100.00%						
July 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	172.053	172.053	100.00%						
July 2016	Billing	BI-4A	UNEs and Resale Aggregate	Reciprocal Compensation	Diagnostic	N/A	778	778	100.00%						
July 2016	Billing	BI-4B	Reciprocal Compensation (MOU)	UNEs and Resale Aggregate	Parity	N/A	282	283	99.65%		4.477	4.507	99.33%	8.13%	-0.62667
July 2016	Database Updates	DB-1(B)	All	Reciprocal Compensation	Diagnostic	N/A	778	778	100.00%						
July 2016	Database Updates	DB-1(C-1)	All	Directory Listing	Diagnostic	N/A	3,148,839	2,893,806	1.05						
July 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	LDB	Diagnostic	N/A	3,753	3,753	0.20						
July 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	MAGUI	Diagnostic	N/A	29,880	29,880	100.00%						
July 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SHA	Diagnostic	N/A	29,880	29,880	100.00%						
July 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	XML	Diagnostic	N/A	29,880	29,880	100.00%						
July 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	ETA	Diagnostic	N/A	42,840	42,840	100.00%						
July 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	Repair/GUI	Diagnostic	N/A	41,565	41,565	100.00%						
July 2016	Electronic Gateway Availability	GA-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 - DSI Capable	Parity	N/A	0	0	0.00%		2	3	66.67%	47.14%	-0.512372
July 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours/Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	12	86.67%						
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	4	25.00%						
July 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours/Zone 2	Unbundled Loop - DSI Capable	Parity	N/A	10	16	55.56%						
July 2016	Maintenance and Repair	MR-5X	Out of Service Cleared w/ 24 hours	Business	Parity	N/A	1	5	20.00%						

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	Modified Z Score	Parity Score
July 2016	Maintenance and Repair	MR-SE	Mean Time to Restore Interval-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	119	12	1.19	0.00	943	2	451	3.34	-0.00813	-1.462331
July 2016	Maintenance and Repair	MR-SE	Mean Time to Restore Interval-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5134	4	478	234	234	0	0.00	0.00	0.00	0.00
July 2016	Maintenance and Repair	MR-SE	Mean Time to Restore Interval-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	15213	4	3803	4031	943	2	451	3.34	-0.19078	-1.119834
July 2016	Maintenance and Repair	MR-SE	Mean Time to Restore Interval-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	17332	18	938	1527	3735215	668	6126	37.51	-4.19715	-3.551986
July 2016	Maintenance and Repair	MR-7E	Repair/Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	67144	0	0.00%	0.00%	0	3	0.00%	0.00%	0.00%	0.00%
July 2016	Maintenance and Repair	MR-7E	Repair/Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	12	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
July 2016	Maintenance and Repair	MR-7E	Repair/Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	4	25.00%	43.30%	0	3	0.00%	0.00%	0.00%	0.00%
July 2016	Maintenance and Repair	MR-7E	Repair/Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	6	18	33.33%	47.14%	71	640	11.09%	31.41%	-1.390641	-1.827211
July 2016	Maintenance and Repair	MR-7E	Repair/Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	4	70	5.71%	23.21%	3	208	1.44%	1.92%	-0.179945	-1.291786
July 2016	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	11,684	0.00%	0.00%	0	12,812	0.00%	0.00%	0.00%	0.00%
July 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	59	0	0.00%	0.00%	440	17,868	2.46%	15.50%	-1.218464	-1.740774
July 2016	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	0.00%	3	208	1.44%	1.92%	-0.179945	-1.291786
July 2016	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	12	838	1.43%	11.88%	0	57	0.00%	0.00%	0.00%	0.00%
July 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4	295	1.36%	11.57%	0	57	0.00%	0.00%	0.00%	0.00%
July 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	18	792	2.27%	14.80%	3	214	1.40%	1.76%	0.002974	-0.707601
July 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	70	5,462	1.28%	11.25%	640	28,892	2.21%	14.68%	-4.272348	-3.597403
July 2016	Network Performance	NI-A	Trunk Blockage to CTL-Q Tandem Ok, w/ TCSR excl	Unbundled Loop Analog	Parity	N/A	0	1,392	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
July 2016	Network Performance	NI-B	Trunk Blockage to CTL-Q End Ok, w/ TCSR excl	Unbundled Loop Analog	Parity	N/A	0	888	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
July 2016	Network Performance	NI-C	Trunk Blockage to CTL-Q End Ok, w/ TCSR excl	Unbundled Loop Analog	Parity	N/A	0	1,392	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
July 2016	Network Performance	NI-D	Trunk Blockage to CTL-Q End Ok, w/ TCSR excl	Unbundled Loop Analog	Parity	N/A	0	888	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
July 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	349	3	116.33	37.53	8,199	34	241.15	319.13	-0.649381	-1.394795
July 2016	Ordering and Provisioning	OP-15B-RD	Interval-Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	8	8	100.00%	0.00%	15	34	44.12%	49.65%	3.719016	1.261001
July 2016	Ordering and Provisioning	OP-3E	Interval-Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	8	9	88.89%	31.43%	0	0	0.00%	0.00%	0.00%	0.00%
July 2016	Ordering and Provisioning	OP-3E	Interval-Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	2	3.00	90.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
July 2016	Ordering and Provisioning	OP-4E	Interval-Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	5.00	18	2	8.00	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
July 2016	Ordering and Provisioning	OP-4E	Interval-Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	6.00	51	10	5.10	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
July 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	8	9	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
July 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	9	10	90.00%	30.00%	142	147	96.60%	18.13%	0.437949	-0.733746
July 2016	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Cord	LNP	Benchmark	95.00%	458	458	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6405.95	19,412	0.33	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15570.00	12,875	1.20	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	21975.95	19,412	1.13	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3286.48	4,216	0.78	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3976.63	4,216	0.92	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	701.51	1,711	0.41	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1320.90	1,295	1.02	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2022.41	1,711	1.18	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	8219.67	3,859	2.13	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8048.60	3,806	2.98	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	16268.27	7,740	1.04	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	6893.64	5,852	1.17	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	14843.24	7,740	1.83	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	23058.80	13,592	1.10	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meal Point Inquiry)	REQUEST	Diagnostic	N/A	630.18	1,167	0.54	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meal Point Inquiry)	RESPONSE	Diagnostic	N/A	2935.88	1,098	2.67	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meal Point Inquiry)	TOTAL	Diagnostic	N/A	3566.06	2,265	0.84	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3619.82	6,703	0.54	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7515.64	12,958	0.58	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11135.46	6,703	1.66	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	ACCEPT	Diagnostic	N/A	240.46	1,093	0.22	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	784.60	1,885	0.42	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1214.12	956	1.27	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2248.58	1,965	1.13	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2336.29	3,467	0.67	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	52295.51	2,751	19.01	0.00%	0	0	0.00%	0.00%	0.00%	0.00%

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CTC-Q Standard Deviator	CTC-Q Numerator	CTC-Q Denominator	CTC-Q Result	Modified Z Score	Parity Score
July 2016	Pre-Ordering	PO-I-XML GUI	Pre-Order Response Time(Loop Qual Tools)	TOTAL	Diagnostic	N/A	3,487	15,617							
July 2016	Pre-Ordering	PO-I-XML	Pre-Order Response Time (Address Validation XML)	XML Request/Response	Diagnostic	N/A	4,516	1,90							
July 2016	Pre-Ordering	PO-I-XML	Pre-Order Response Time (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	4,589	1,70							
July 2016	Pre-Ordering	PO-I-XML	Pre-Order Response Time (Facility Check XML)	XML Request/Response	Diagnostic	N/A	6,915	9,72							
July 2016	Pre-Ordering	PO-I-XML	Pre-Order Response Time (Get CSR XML)	XML Request/Response	Diagnostic	N/A	2,632.00	4,16							
July 2016	Pre-Ordering	PO-I-XML	Pre-Order Response Time (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	3,390	13,89							
July 2016	Pre-Ordering	PO-I-XML	Pre-Order Response Time (West Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3,907.80	5,01							
July 2016	Pre-Ordering	PO-I-XML	Pre-Order Response Time (Service Avail XML)	XML Request/Response	Diagnostic	N/A	4,899	3,12							
July 2016	Pre-Ordering	PO-I-XML	Pre-Order Response Time (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3,219	1,20							
July 2016	Pre-Ordering	PO-I-XML	Pre-Order Response Time(Connecting Fac. Assign XML)	XML Request/Response	Diagnostic	N/A	3,662.88	3,46							
July 2016	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	1,177	70,92%							
July 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-PCITS	Diagnostic	N/A	5	55,56%							
July 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	52	69,33%							
July 2016	Pre-Ordering	PO-2B	All Flowthrough Eligible LSRs	LNP	Diagnostic	N/A	125	96,43%							
July 2016	Pre-Ordering	PO-2B	All Flowthrough Eligible LSRs	Resale Aggregate W/O UNE-P-PCITS	Diagnostic	N/A	5	100,00%							
July 2016	Pre-Ordering	PO-2B	All Flowthrough Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	52	100,00%							
July 2016	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	14,51	1,21							
July 2016	Pre-Ordering	PO-SA(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95,00%	4	100,00%							
July 2016	Pre-Ordering	PO-SA(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95,00%	47	100,00%							
July 2016	Pre-Ordering	PO-SA(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95,00%	117	100,00%							
July 2016	Pre-Ordering	PO-5E(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90,00%	24	100,00%							
July 2016	Pre-Ordering	PO-5E(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90,00%	38	100,00%							
July 2016	Pre-Ordering	PO-5E(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90,00%	36	100,00%							
July 2016	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85,00%	7	100,00%							
July 2016	Pre-Ordering	PO-5D	Unbundled Loops	Unbundled Loops and Number Portability	Parity by Design	N/A	1	50,00%		0	13	0,00%			0,00%
June 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Diagnostic	N/A	146	100,00%							
June 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	177,330	100,00%							
June 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	737	100,00%							
June 2016	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	273	100,00%							
June 2016	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Diagnostic	N/A	737	100,00%							
June 2016	Database Updates	DB-1B	All	LDB	Diagnostic	N/A	3,071,398	1,05							
June 2016	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	933,45	0,21							
June 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	100,00%							
June 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	100,00%							
June 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,520	100,00%							
June 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	29,480	99,96%							
June 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,760	100,00%							
June 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	40,740	100,00%							
June 2016	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	21,960	100,00%							
June 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours/Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	3	100,00%							
June 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours/Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	8	88,89%							
June 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours/Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	9	56,25%		0	2	0,00%			0,00%
June 2016	Maintenance and Repair	MR-5X	Out of Service Cleared w/ 24 hours	Business	Parity	N/A	1	20,27		44	83	53,01%			0,88636
June 2016	Maintenance and Repair	MR-5X	Out of Service Cleared w/ 24 hours	Residence	Parity	N/A	20,27	1		17,252,59	316	54,38			-1,373067
June 2016	Maintenance and Repair	MR-6A	Mean Time to Restores-Drop out MSA	Residence	Parity	N/A	49,24	1		3178,16	49	84,52			-1,094672
June 2016	Maintenance and Repair	MR-6E	Mean Time to Restores Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	215							
June 2016	Maintenance and Repair	MR-6E	Mean Time to Restores Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	20,17	2,14							
June 2016	Maintenance and Repair	MR-6E	Mean Time to Restores Interval Zone 2	Unbundled Loop Analog	Parity	N/A	16	5,41							
June 2016	Maintenance and Repair	MR-6E	Mean Time to Restores Interval Zone 2	Residence	Parity	N/A	45	11,41							
June 2016	Maintenance and Repair	MR-7A	Repair/Repeat Report Rate-Drop out MSA	Residence	Parity	N/A	0	0,00%							
June 2016	Maintenance and Repair	MR-7E	Repair/Repeat Report Rate-Drop out MSA	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	0,00%							
June 2016	Maintenance and Repair	MR-7E	Repair/Repeat Report Rate-Drop out MSA	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	11,11%							
June 2016	Maintenance and Repair	MR-7E	Repair/Repeat Report Rate-Drop out MSA	Unbundled Loop Analog	Parity	N/A	4	25,00%							
June 2016	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	45	11,11%							
June 2016	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	0,00%							
June 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	59	3,39%							
June 2016	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	0,00%							
June 2016	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	0,36%							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	Modified Z Score	Parity Score
June 2016	Maintenance and Repair	MR-3	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	9	302	2.98%	17.00%	0	57	0.00%	0.817079	-0.59235	
June 2016	Maintenance and Repair	MR-3	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	16	806	1.96%	13.03%	2	214	0.83%	0.713164	-0.596427	
June 2016	Maintenance and Repair	MR-3	Trouble Rate	Unbundled Loop Analog	Parity	N/A	45	4,587	0.82%	9.03%	478	29,366	1.93%	-4.359955	-3.845162	
June 2016	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/ MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	244	325	75.08%	-0.375282	-1.346746	
June 2016	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp w/ MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	29	50	58.00%	0.172881	-0.894996	
June 2016	Network Performance	NH-A	Trunk Blockage to CTLQ Tandem Off w/ TGSR excl	US Trunk	Parity	N/A	0	1,392	0.00%	0.00%	0	0	0.00%	0.00%	-3	
June 2016	Network Performance	NH-B	Trunk Blockage to CTLQ Tandem Off w/ TGSR excl	US Trunk	Parity	N/A	0	885	0.00%	0.00%	0	0	0.00%	0.00%	-3	
June 2016	Network Performance	NH-C	Trunk Blockage to CTLQ Tandem Off w/ TGSR excl	US Trunk	Diagnostic	N/A	0	1,392	0.00%	0.00%	0	0	0.00%	0.00%	-3	
June 2016	Network Performance	NH-D	Trunk Blockage to CTLQ Tandem Off w/ TGSR excl	US Trunk	Diagnostic	N/A	0	885	0.00%	0.00%	0	0	0.00%	0.00%	-3	
June 2016	Ordering and Provisioning	OP-15A	Interval Zone 2 Areas	Unbundled Loop Analog	Parity	N/A	289	3	96.33%	37.53%	7,547	30	251.57%	324.30%	-1.460959	
June 2016	Ordering and Provisioning	OP-15B-RD	Interval Zone 2 Areas	Unbundled Loop Analog	Parity	N/A	3	3	100.00%	0.00%	12	30	40.00%	48.99%	1.261001	
June 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
June 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	2	2	100.00%	0.00%	2	2	100.00%	0.00%	0.00%	
June 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	13	13	100.00%	0.00%	13	13	100.00%	0.00%	0.00%	
June 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	2	2	100.00%	0.00%	0.00%	
June 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	14	15	93.33%	0.00%	14	15	93.33%	0.00%	0.00%	
June 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	6	2	3.00	0.00%	6	2	3.00	0.00%	0.00%	
June 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	13	3	3.00	0.00%	13	3	3.00	0.00%	0.00%	
June 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	4	1	4.00	0.00%	4	1	4.00	0.00%	0.00%	
June 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	15	5	5.00	0.00%	15	5	5.00	0.00%	0.00%	
June 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	US Trunk	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
June 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	3	66.67%	47.14%	2	3	66.67%	47.14%	0.00%	
June 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	13	13	100.00%	0.00%	13	13	100.00%	0.00%	0.00%	
June 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	2	2	100.00%	0.00%	0.00%	
June 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	14	15	93.33%	0.00%	14	15	93.33%	0.00%	0.00%	
June 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Benchmark	95.00%	900	900	100.00%	0.00%	900	900	100.00%	0.00%	0.00%	
June 2016	Ordering and Provisioning	OP-9C	Number Portability Timeliness without Loop Coord	N/A	Diagnostic	N/A	659,328	19,392	0.34	0.00%	19,392	12,910	1.21	0.54	-1.26256	
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	1,521,110	12,910	1.21	0.00%	12,910	1,521,110	1.21	0.54	-1.26256	
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	2,224,438	19,392	1.15	0.00%	19,392	2,224,438	1.15	0.54	-1.26256	
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3,135,35	4,295	0.73	0.00%	4,295	3,135,35	0.73	0.84	-1.26256	
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3,601,79	4,295	0.84	0.00%	4,295	3,601,79	0.84	0.84	-1.26256	
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	748,85	1,793	0.42	0.00%	1,793	748,85	0.42	0.84	-1.26256	
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1,313,89	1,228	1.07	0.00%	1,228	1,313,89	1.07	0.84	-1.26256	
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2,062,82	1,793	1.16	0.00%	1,793	2,062,82	1.16	0.84	-1.26256	
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3,180,32	3,798	0.84	0.00%	3,798	3,180,32	0.84	0.84	-1.26256	
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8,065,60	3,805	2.12	0.00%	3,805	8,065,60	2.12	0.84	-1.26256	
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11,255,92	3,798	2.86	0.00%	3,798	11,255,92	2.86	0.84	-1.26256	
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8,027,76	7,719	1.04	0.00%	7,719	8,027,76	1.04	0.84	-1.26256	
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6,672,32	5,752	1.16	0.00%	5,752	6,672,32	1.16	0.84	-1.26256	
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14,700,08	7,719	1.90	0.00%	7,719	14,700,08	1.90	0.84	-1.26256	
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2,289,24	1,026	2.24	0.00%	1,026	2,289,24	2.24	0.84	-1.26256	
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	658,90	1,198	0.55	0.00%	1,198	658,90	0.55	0.84	-1.26256	
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2,957,14	1,026	2.89	0.00%	1,026	2,957,14	2.89	0.84	-1.26256	
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	35,43,05	6,685	0.53	0.00%	6,685	35,43,05	0.53	0.84	-1.26256	
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	73,39,92	13,107	0.56	0.00%	13,107	73,39,92	0.56	0.84	-1.26256	
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	1,08,82,97	6,685	1.63	0.00%	6,685	1,08,82,97	1.63	0.84	-1.26256	
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	258,00	1,075	0.24	0.00%	1,075	258,00	0.24	0.84	-1.26256	
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	785,97	1,917	0.41	0.00%	1,917	785,97	0.41	0.84	-1.26256	
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1,256,96	982	1.28	0.00%	982	1,256,96	1.28	0.84	-1.26256	
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	3,300,93	1,917	1.20	0.00%	1,917	3,300,93	1.20	0.84	-1.26256	
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2,349,40	3,455	0.68	0.00%	3,455	2,349,40	0.68	0.84	-1.26256	
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	4,691,700	2,682	18.50	0.00%	2,682	4,691,700	18.50	0.84	-1.26256	
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	5,966,40	3,455	15.04	0.00%	3,455	5,966,40	15.04	0.84	-1.26256	
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	XML Request/Response	Diagnostic	N/A	8,949,54	4,469	1.96	0.00%	4,469	8,949,54	1.96	0.84	-1.26256	
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	773,07	4,603	1.69	0.00%	4,603	773,07	1.69	0.84	-1.26256	
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	6,903,20	6,835	9.92	0.00%	6,835	6,903,20	9.92	0.84	-1.26256	
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	2,656,48	6,297	4.17	0.00%	6,297	2,656,48	4.17	0.84	-1.26256	
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	47,863,92	3,388	13.34	0.00%	3,388	47,863,92	13.34	0.84	-1.26256	
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3,858,20	764	5.05	0.00%	764	3,858,20	5.05	0.84	-1.26256	

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
June 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15983.30	4.82	3.15							
June 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3.158	1.20	1.20							
June 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assign XML)	XML Request/Response	Diagnostic	N/A	5580.51	1.599	3.49							
June 2016	Pre-Ordering	PO-2A	All Electronic LSRs	LN	Diagnostic	N/A	137	178	76.97%							
June 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	4	13	30.77%							
June 2016	Pre-Ordering	PO-2A	All Flowthrough Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	100	79.00%	79.00%							
June 2016	Pre-Ordering	PO-2B	All Flowthrough Eligible LSRs	LN	Diagnostic	N/A	137	139	98.55%							
June 2016	Pre-Ordering	PO-2B	All Flowthrough Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	4	4	100.00%							
June 2016	Pre-Ordering	PO-2B	LSRs received via facsimile	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	79	79	100.00%							
June 2016	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	22.12	2	11.06%							
June 2016	Pre-Ordering	PO-5A(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	3	3	100.00%							
June 2016	Pre-Ordering	PO-5A(b)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	68	68	100.00%							
June 2016	Pre-Ordering	PO-5A(c)	FOCs on Time for Fully Electronic LSRs	LN	Benchmark	95.00%	131	131	100.00%							
June 2016	Pre-Ordering	PO-5B(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	5	5	100.00%							
June 2016	Pre-Ordering	PO-5B(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGC-EELs	Benchmark	90.00%	26	27	96.30%							
June 2016	Pre-Ordering	PO-5B(c)	FOCs on Time for Electronic/Manual LSRs	LN	Benchmark	90.00%	33	33	100.00%							
June 2016	Pre-Ordering	PO-5C(c)	FOCs provided for ASRs requesting LUS Trunks	LN	Benchmark	90.00%	3	3	100.00%							
June 2016	Pre-Ordering	PO-5D	Unbundled Loops	US Trunk	Benchmark	85.00%	1	1	100.00%							
June 2016	Billing	BI-2	Invoices delivered within 10 Days	Unbundled Loops and Number Portability	Parity	N/A	0	1	0.00%							
May 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	189	189	100.00%							
May 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	182.945	182.945	100.00%							
May 2016	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	766	766	100.00%							
May 2016	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Parity	N/A	292	292	100.00%							
May 2016	Database Updates	DB-16	All	LDB	Diagnostic	N/A	766	766	100.00%							
May 2016	Database Updates	DB-1C-1	Gateway Availability - LSR	Directory Listing	Diagnostic	N/A	4,083,576	3,993,065	1.04							
May 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	64,174	4,085	0.21							
May 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SA	Diagnostic	N/A	30,060	30,060	100.00%							
May 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	XML	Diagnostic	N/A	30,060	30,060	100.00%							
May 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,900	42,900	100.00%							
May 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	Repair/GUI	Diagnostic	N/A	41,820	41,820	100.00%							
May 2016	Maintenance and Repair	MR-5B	Timely Outage Resolution after Software Releases	EXACT	Diagnostic	N/A	21,990	21,990	100.00%							
May 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	0	0.00%							
May 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	3	3	66.67%							
May 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	2	2	100.00%							
May 2016	Maintenance and Repair	MR-5X	Out of Service Cleared w/ 24 hours	Business	Parity	N/A	5	7	71.43%							
May 2016	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	28.52	3	9.57							
May 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	10.52	3	3.37							
May 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	3.24	3	1.42							
May 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	32.04	7	4.35							
May 2016	Maintenance and Repair	MR-7E	Repair Repeat Rpt Rate-Dip w/ MSA	Enhanced Extended Loops - DS1 Capable	Parity	N/A	197.34	24	8.14							
May 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Residence	Parity	N/A	0	1	0.00%							
May 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	3	0.00%							
May 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	2	0.00%							
May 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	7	14.29%							
May 2016	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	24	8.33%							
May 2016	Maintenance and Repair	MR-8	Trouble Rate	US Trunk	Parity	N/A	3	75	4.00%							
May 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	59	1.69%							
May 2016	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	11	0.00%							
May 2016	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	844	0.36%							
May 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	293	0.68%							
May 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	7	815	0.86%							
May 2016	Maintenance and Repair	MR-9A	Repair Appointments Met-Dip w/ MSA	Unbundled Loop Analog	Parity	N/A	24	5,545	0.43%							
May 2016	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Off w/ TOSR end	Residence	Parity	N/A	1	1	100.00%							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	Modified Z Score	Parity Score
May 2016	Network Performance	NI-1B	Trunk Blockage to CTLO End Of w/ TGRS excd	US Trunk	Parity	N/A	0	1.88	0.00%	0.00%		
May 2016	Network Performance	NI-1C	Trunk Blockage to CTLO Trunk Of w/ TGRS excd	US Trunk	Diagnostic	N/A	0	1.82	0.02%			
May 2016	Network Performance	NI-1D	Trunk Blockage to CTLO End Of w/ TGRS excd	US Trunk	Diagnostic	N/A	0	689	0.00%			
May 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	233	4	38.25	44.43	31	331.52
May 2016	Ordering and Provisioning	OP-15B-RD	Interval for Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	4	3	100.00%	0.00%	31	32.25%
May 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	3	7	100.00%	0.00%		
May 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	90.00%	8	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	4	4	3.00			
May 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	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	7	7	100.00%	0.00%		
May 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	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-3C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	89	89	100.00%	0.00%	185	97.84%
May 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6467.34	19,598	0.33			
May 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	18978.30	13,015	1.22			
May 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23456.64	19,598	1.14			
May 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3260.25	4,347	0.75			
May 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3691.67	4,347	0.85			
May 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	740.46	1,806	0.41			
May 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1,257.90	1,198	1.05			
May 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1,998.36	1,806	1.11			
May 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3196.50	3,625	0.82			
May 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7568.40	3,710	2.04			
May 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10764.90	3,625	2.80			
May 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8076.60	7,692	1.05			
May 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6657.35	5,768	1.15			
May 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14733.95	7,692	1.92			
May 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2308.68	1,088	2.12			
May 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	628.10	1,165	0.54			
May 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2937.78	1,089	2.70			
May 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3631.50	6,725	0.54			
May 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7329.84	13,089	0.56			
May 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	10961.34	6,725	1.63			
May 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	223.02	1,062	0.21			
May 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	792.54	1,897	0.42			
May 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	1,015.56	958	1.27			
May 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	2322.22	1,897	1.18			
May 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2231.46	3,391	0.66			
May 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	49381.20	2,810	18.62			
May 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	51612.66	3,391	15.27			
May 2016	Pre-Ordering	PO-1XML	XML Request/Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8587.10	4,509	1.90			
May 2016	Pre-Ordering	PO-1XML	XML Request/Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7620.48	4,536	1.68			
May 2016	Pre-Ordering	PO-1XML	XML Request/Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	68802.70	6,782	9.85			
May 2016	Pre-Ordering	PO-1XML	XML Request/Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26520.00	6,375	4.16			
May 2016	Pre-Ordering	PO-1XML	XML Request/Response Times (Loop Qual XML)	XML Request/Response	Diagnostic	N/A	46393.52	3,512	13.21			
May 2016	Pre-Ordering	PO-1XML	XML Request/Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	3912.81	781	5.01			
May 2016	Pre-Ordering	PO-1XML	XML Request/Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	15612.25	4,925	3.17			
May 2016	Pre-Ordering	PO-1XML	XML Request/Response Times (Connecting Fac. Assign XML)	XML Request/Response	Diagnostic	N/A	3764.40	3,137	1.20			
May 2016	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	5955.12	1,581	3.52			
May 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O LINE-p-PTS	Diagnostic	N/A	123	159	77.36%			
May 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	4	4	0.00%			
May 2016	Pre-Ordering	PO-2B	All Flowthrough Eligible LSRs	LNP	Diagnostic	N/A	86	117	73.50%			
May 2016	Pre-Ordering	PO-2B	All Flowthrough Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	133	125	98.40%			
May 2016	Pre-Ordering	PO-3C	LSRs received via Baseline	Product Aggregate	Diagnostic	N/A	86	86	100.00%			
May 2016	Pre-Ordering	PO-3C	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	146	1	1.46			
May 2016	Pre-Ordering	PO-5A(0)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	2515	19	1.20			
May 2016	Pre-Ordering	PO-5A(0)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	74	74	100.00%			

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Standard Deviator	CTL-Q Result	CTL-Q Denominator	CTL-Q Numerator	Standard Deviator	Modified Z Score	Parity Score
May 2016	Pre-Ordering	PO-SA(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	115	100.00%							
May 2016	Pre-Ordering	PO-SB(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1	100.00%							
May 2016	Pre-Ordering	PO-SB(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGC-EELS	Benchmark	90.00%	38	100.00%							
May 2016	Pre-Ordering	PO-SB(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	29	100.00%							
May 2016	Pre-Ordering	PO-SC(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	100.00%							
May 2016	Pre-Ordering	PO-SD	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	100.00%							
May 2016	Pre-Ordering	PO-SB	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	2	50.00%							0.00%
May 2016	Pre-Ordering	PO-SB	Unbundled Loops	Unbundled Loops and Number Portability	Parity by Design	N/A	4	100.00%							0.00%
April 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Diagnostic	N/A	122	100.00%							
April 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNES and Resale Aggregate	Diagnostic	N/A	173,615	100.00%							
April 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	924	100.00%							
April 2016	Billing	BI-4A	UNES and Resale Aggregate	UNES and Resale Aggregate	Parity	N/A	362	100.00%							
April 2016	Billing	BI-4B	Reciprocal Compensation (MOU).	Reciprocal Compensation	Diagnostic	N/A	802	100.00%							
April 2016	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	1	100.00%							
April 2016	Database Updates	DB-1B	All	LDB	Diagnostic	N/A	3,614,460	1.04							
April 2016	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	874,57	4.03							
April 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	27,220	98.59%							
April 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,340	100.00%							
April 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	XML	Diagnostic	N/A	27,220	100.00%							
April 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	40,657	41,700							
April 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	RepairGUI	Diagnostic	N/A	36,961	37,646							
April 2016	Electronic Gateway Availability	GA-7	Timely Outage Resolution (i.e. Software Releases)	EXACT	Diagnostic	N/A	21,600	100.00%							
April 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	All	Parity	N/A	2	100.00%							
April 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	33.33%							
April 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	5	100.00%							
April 2016	Maintenance and Repair	MR-5B	Mean Time to Restore Interval-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1,33	0.47							
April 2016	Maintenance and Repair	MR-5B	Mean Time to Restore Interval-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	19,36	5.32							
April 2016	Maintenance and Repair	MR-5E	Mean Time to Restore Interval-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	8,50	1.46							
April 2016	Maintenance and Repair	MR-5E	Mean Time to Restore Interval-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	35	10.13							
April 2016	Maintenance and Repair	MR-5E	Mean Time to Restore Interval-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	357.30	2.00%							
April 2016	Maintenance and Repair	MR-7E	Repair/Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	0.00%							
April 2016	Maintenance and Repair	MR-7E	Repair/Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	0.00%							
April 2016	Maintenance and Repair	MR-7E	Repair/Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	0.00%							
April 2016	Maintenance and Repair	MR-7E	Repair/Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	11	35							
April 2016	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	0.00%							
April 2016	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	2	11,660							
April 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	60							
April 2016	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBINDING	Parity	N/A	0	11							
April 2016	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	849							
April 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	297							
April 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	5	833							
April 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	35	5,571							
April 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	1,392							
April 2016	Network Performance	NP-1A	Trunk Blockage to CTL-Q Tandem Ok w/ TCSR excl	LIS Trunk	Parity	N/A	0	888							
April 2016	Network Performance	NP-1B	Trunk Blockage to CTL-Q Tandem Ok w/ TCSR excl	LIS Trunk	Parity	N/A	0	1,392							
April 2016	Network Performance	NP-1C	Trunk Blockage to CTL-Q Tandem Ok w/ TCSR excl	LIS Trunk	Parity	N/A	0	888							
April 2016	Ordering and Provisioning	OP-15A	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	480	8							
April 2016	Ordering and Provisioning	OP-15B-RD	Interval-Zone 2 Areas	Unbundled Loop Analog	Parity	N/A	5	5							
April 2016	Ordering and Provisioning	OP-3E	Interval-Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	18	18							
April 2016	Ordering and Provisioning	OP-3E	Interval-Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	3	100.00%							
April 2016	Ordering and Provisioning	OP-3E	Interval-Zone 2 Areas	Unbundled Loop Analog	Benchmark	60.00	51	17							
April 2016	Ordering and Provisioning	OP-4E	Interval-Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	5.50	15	3							
April 2016	Ordering and Provisioning	OP-4E	Interval-Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	6.00	45	11							
April 2016	Ordering and Provisioning	OP-4E	Interval-Zone 2 Areas	Unbundled Loop Analog	Parity	N/A	5	409							
April 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	18	5							
April 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	18	18							
April 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	3	3							
April 2016	Ordering and Provisioning	OP-5C	Number Portability Timeliness without Loop Cord	Unbundled Loop Analog	Parity	N/A	11	11							
April 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Address Validation)	LNP	Benchmark	95.00%	320	320							
April 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6216.32	19,425							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	Modified Z Score	Party Score
April 2016	Pre-Ordering	PO-I-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15759.40	12,892	1.20							
April 2016	Pre-Ordering	PO-I-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	19,428	19,428	1.12							
April 2016	Pre-Ordering	PO-I-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3043.44	4,227	0.72							
April 2016	Pre-Ordering	PO-I-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3510.60	4,227	0.83							
April 2016	Pre-Ordering	PO-I-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	706.84	1,211	0.41							
April 2016	Pre-Ordering	PO-I-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1,283.66	1,211	1.06							
April 2016	Pre-Ordering	PO-I-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1,980.50	1,724	1.15							
April 2016	Pre-Ordering	PO-I-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3183.05	3,835	0.83							
April 2016	Pre-Ordering	PO-I-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	8051.76	3,798	2.12							
April 2016	Pre-Ordering	PO-I-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	11,244.81	3,835	2.93							
April 2016	Pre-Ordering	PO-I-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8041.28	7,732	1.04							
April 2016	Pre-Ordering	PO-I-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14,783.20	7,732	1.91							
April 2016	Pre-Ordering	PO-I-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2,264.12	1,058	2.14							
April 2016	Pre-Ordering	PO-I-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	649.23	1,139	0.57							
April 2016	Pre-Ordering	PO-I-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	2913.35	1,058	2.75							
April 2016	Pre-Ordering	PO-I-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3671.25	6,675	0.55							
April 2016	Pre-Ordering	PO-I-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	7478.97	13,121	0.57							
April 2016	Pre-Ordering	PO-I-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	223.30	1,015	0.22							
April 2016	Pre-Ordering	PO-I-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	731.60	1,829	0.40							
April 2016	Pre-Ordering	PO-I-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	1,137.08	917	1.24							
April 2016	Pre-Ordering	PO-I-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	2091.88	1,829	1.14							
April 2016	Pre-Ordering	PO-I-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2,228.76	3,328	0.67							
April 2016	Pre-Ordering	PO-I-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	4,658.32	2,621	1.82							
April 2016	Pre-Ordering	PO-I-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	5181.906	3,328	1.57							
April 2016	Pre-Ordering	PO-I-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8401.91	4,483	1.87							
April 2016	Pre-Ordering	PO-I-XML	Pre-Order Response Times (Address Validation XML)	TOTAL	Diagnostic	N/A	6,648.30	4,483	1.70							
April 2016	Pre-Ordering	PO-I-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	5,648.90	6,711	0.84							
April 2016	Pre-Ordering	PO-I-XML	Pre-Order Response Times (Facility Check XML)	TOTAL	Diagnostic	N/A	2,959.50	6,419	0.46							
April 2016	Pre-Ordering	PO-I-XML	Pre-Order Response Times (Loop Qual XML)	XML Request/Response	Diagnostic	N/A	4,633.18	3,477	1.34							
April 2016	Pre-Ordering	PO-I-XML	Pre-Order Response Times (Loop Qual XML)	TOTAL	Diagnostic	N/A	3,948.10	782	5.05							
April 2016	Pre-Ordering	PO-I-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15,255.62	4,874	3.13							
April 2016	Pre-Ordering	PO-I-XML	Pre-Order Response Times (Service Avail XML)	TOTAL	Diagnostic	N/A	3,968.32	3,186	1.12							
April 2016	Pre-Ordering	PO-I-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	5,520.35	1,542	3.58							
April 2016	Pre-Ordering	PO-I-XML	Pre-Order Response Times (Connecting Fac Assign XML)	NLP	Diagnostic	N/A	157	192	81.77%							
April 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	7	10	70.00%							
April 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	58	84	69.05%							
April 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	NLP	Diagnostic	N/A	157	157	100.00%							
April 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	7	7	100.00%							
April 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	58	58	100.00%							
April 2016	Pre-Ordering	PO-3C	Electronic LSRs Requested Manually	Product Aggregate	Diagnostic	N/A	21.03	1	21.03							
April 2016	Pre-Ordering	PO-3C	Electronic LSRs Requested Manually	Product Aggregate	Diagnostic	N/A	8.36	9	0.57							
April 2016	Pre-Ordering	PO-5A(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	6	6	100.00%							
April 2016	Pre-Ordering	PO-5A(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	49	49	100.00%							
April 2016	Pre-Ordering	PO-5A(c)	FOCs on Time for Fully Electronic LSRs	NLP	Benchmark	95.00%	127	127	100.00%							
April 2016	Pre-Ordering	PO-5B(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	3	3	100.00%							
April 2016	Pre-Ordering	PO-5B(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	35	35	100.00%							
April 2016	Pre-Ordering	PO-5B(c)	FOCs on Time for Electronic/Manual LSRs	NLP	Benchmark	90.00%	28	28	100.00%							
April 2016	Pre-Ordering	PO-5C(a)	FOCs on Time for manual LSRs via Facsimile	NLP	Benchmark	90.00%	1	1	100.00%							
April 2016	Pre-Ordering	PO-5C(b)	FOCs provided for ASRs requesting US Trunk	US Trunk	Benchmark	85.00%	2	2	100.00%							
April 2016	Pre-Ordering	PO-5B	Unbundled Loops	Unbundled Loops and Number Portability	Patry by Design	N/A	0	0	0.00%							
March 2016	Billing	BI-2	Invoices Delivered Within 10 Days	All	Patry by Design	N/A	187	188	99.47%							
March 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	177,008	177,008	100.00%							
March 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	762	762	100.00%							
March 2016	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Patry	N/A	272	272	100.00%							
March 2016	Billing	BI-4B	UNEs and Resale Aggregate	Reciprocal Compensation	Diagnostic	N/A	762	762	100.00%							
March 2016	Database Updates	DB-1C-1	Reciprocal Compensation (MOU)	LIDB	Diagnostic	N/A	2,905.313	2,774.316	1.05							
March 2016	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	928.08	4,497	0.21							
March 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	Modified Z Score	Party Score
March 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	GA	Diagnostic	N/A	30,600	30,600	100.00%	0.00%	0	2	0.00%	0.00%		
March 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	N/A	Diagnostic	N/A	30,600	30,600	100.00%	0.00%	0	2	0.00%	0.00%		
March 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%	0.00%	0	2	0.00%	0.00%		
March 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	REPAIRCUI	Diagnostic	N/A	42,160	42,160	100.00%	0.00%	38	61	92.30%	48.45%	-1.092634	-1.659195
March 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACTCUI	Diagnostic	N/A	22,860	22,860	100.00%	0.00%	10,59	2	5.29	1.29	-0.643345	-1.391126
March 2016	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0	100.00%	0.00%	0	2	0.00%	0.00%		
March 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	0	100.00%	0.00%	0	2	0.00%	0.00%		
March 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	0	2	0.00%	0.00%		
March 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4	4	25.00%	0.00%	0	2	0.00%	0.00%		
March 2016	Maintenance and Repair	MR-5X	Out of Service Cleared w/ 24 hours	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	38	61	62.30%	48.45%	-1.092634	-1.659195
March 2016	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	Business	Parity	N/A	5,57	5,57	100.00%	0.00%	10,59	2	5.29	1.29	-0.643345	-1.391126
March 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0,04	0,04	0.04	0.00%	0	2	0.00%	0.00%		
March 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	51,11	51,11	10,21	10,21	10,58	2	5.29	1.29	-0.643345	-1.391126
March 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3,08	3,08	3,08	3,08	14,48,25	278	50,54	74,28	-3,410297	-3,073313
March 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	187,05	187,05	5,21	5,48	0	2	0.00%	0.00%		
March 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	0	100.00%	0.00%	0	2	0.00%	0.00%		
March 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	0	0.00%	0.00%	0	2	0.00%	0.00%		
March 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4	4	0.00%	0.00%	0	2	0.00%	0.00%		
March 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	5,71%	23,21%	37	292	12,67%	33,27%	-1,189182	-1,710812
March 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	70	70	11,87%	11,87%	2	212	0,94%	9,67%	-0,193269	-1,117469
March 2016	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	11,660	11,660	0,01%	0,53%	225	13,128	0,00%	10,86%	-0,852578	-1,516331
March 2016	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	60	60	0,00%	0,94%	2	213	0,94%	9,64%	-0,314873	-1,191429
March 2016	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	0	0,48%	6,92%	0	59	0,00%	0,00%		
March 2016	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4	4	0,00%	0,00%	0	59	0,00%	0,00%		
March 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Mile Non-Loaded	Parity	N/A	304	304	0,00%	3,46%	0	219	0,91%	9,51%	-1,099074	-1,668169
March 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	636	636	0,63%	7,86%	2	30,246	0,97%	9,78%	-2,392174	-2,454338
March 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	35	35	0,00%	0,06%	292	30,246	0,97%	9,78%	-2,392174	-2,454338
March 2016	Network Performance	NP-1A	Trunk Blockage to CTL-Q Tandem Ols w/ TOSR excl	LIS Trunk	Parity	N/A	0	0	1,392	0,00%	0	0	0,00%	0,00%		
March 2016	Network Performance	NP-1B	Trunk Blockage to CTL-Q Tandem Ols w/ TOSR excl	LIS Trunk	Parity	N/A	0	0	1,392	0,00%	0	0	0,00%	0,00%		
March 2016	Network Performance	NP-1C	Trunk Blockage to CTL-Q Tandem Ols w/ TOSR excl	LIS Trunk	Parity	N/A	0	0	1,392	0,00%	0	0	0,00%	0,00%		
March 2016	Network Performance	NP-1D	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	323	323	7	46,14	6,900	18	377,78	291,36	-2,553393	-2,553393
March 2016	Ordering and Provisioning	OP-15A-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	7	7	100,00%	0,00%	4	18	22,22%	41,57%	3,719016	1,261001
March 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Axes	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90,00%	9	10	90,00%	0,00%	2	2	100,00%	0,00%		
March 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Axes	Unbundled Loop - DS1 Capable	Parity	N/A	5	5	100,00%	0,00%	0	0	0,00%	0,00%		
March 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Axes	Unbundled Loop - DS1 Capable	Benchmark	90,00%	6	6	100,00%	0,00%	0	0	0,00%	0,00%		
March 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Axes	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6,00	1	1	3,00	6,00	5	5	4,20	5,00		
March 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Axes	Unbundled Loop - DS1 Capable	Benchmark	5,50	21	21	5,00	5,00	10	10	100,00%	0,00%		
March 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Axes	Unbundled Loop Analog	Parity	N/A	10	10	100,00%	0,00%	5	5	100,00%	0,00%		
March 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5	5	100,00%	0,00%	2	2	100,00%	0,00%		
March 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	7	7	100,00%	0,00%	154	162	95,06%	21,67%	-0,590402	-1,358939
March 2016	Ordering and Provisioning	OP-5C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95,00%	326	326	95,00%	0,00%	0	0	0,00%	0,00%		
March 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6571,18	19,327	0,34	0,34	0	0	0,00%	0,00%		
March 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15505,20	12,921	1,20	1,20	0	0	0,00%	0,00%		
March 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22076,38	19,327	1,14	1,14	0	0	0,00%	0,00%		
March 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3128,78	4,286	0,73	0,73	0	0	0,00%	0,00%		
March 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Appt. Scheduler)	RESPONSE	Diagnostic	N/A	3510,28	4,286	0,82	0,82	0	0	0,00%	0,00%		
March 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	728,88	1,778	0,41	0,41	0	0	0,00%	0,00%		
March 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	1344,60	1,245	1,08	1,08	0	0	0,00%	0,00%		
March 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	2073,58	1,778	1,17	1,17	0	0	0,00%	0,00%		
March 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	8163,70	3,768	0,89	0,89	0	0	0,00%	0,00%		
March 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	1553,24	3,766	3,05	3,05	0	0	0,00%	0,00%		
March 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8010,45	7,629	1,05	1,05	0	0	0,00%	0,00%		
March 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	8576,85	5,719	1,15	1,15	0	0	0,00%	0,00%		
March 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	14897,30	7,629	1,91	1,91	0	0	0,00%	0,00%		
March 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	2380,25	1,049	2,25	2,25	0	0	0,00%	0,00%		
March 2016	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (West Point Inquiry)	REQUEST	Diagnostic	N/A	0	0	0,00%	0,00%	0	0	0,00%	0,00%		

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	Modified Z Score	Parity Score
March 2016	Pre-Ordering	PO-I-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	655.60	1,192	0.55							
March 2016	Pre-Ordering	PO-I-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3015.85	1,049	2.88							
March 2016	Pre-Ordering	PO-I-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	3814.22	6,693	0.54							
March 2016	Pre-Ordering	PO-I-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7303.52	13,042	0.56							
March 2016	Pre-Ordering	PO-I-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	10917.74	6,693	1.63							
March 2016	Pre-Ordering	PO-I-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	230.34	1,047	0.22							
March 2016	Pre-Ordering	PO-I-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	768.80	852	0.40							
March 2016	Pre-Ordering	PO-I-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1047.86	852	1.23							
March 2016	Pre-Ordering	PO-I-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2047.10	1,822	1.07							
March 2016	Pre-Ordering	PO-I-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2360.28	3,471	0.68							
March 2016	Pre-Ordering	PO-I-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	48661.27	2,573	18.99							
March 2016	Pre-Ordering	PO-I-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	51221.55	3,471	14.76							
March 2016	Pre-Ordering	PO-I-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8597.50	4,525	1.90							
March 2016	Pre-Ordering	PO-I-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7770.86	4,518	1.72							
March 2016	Pre-Ordering	PO-I-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67674.24	6,822	9.92							
March 2016	Pre-Ordering	PO-I-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26163.00	6,156	4.25							
March 2016	Pre-Ordering	PO-I-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46934.31	3,379	13.89							
March 2016	Pre-Ordering	PO-I-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3774.44	743	5.08							
March 2016	Pre-Ordering	PO-I-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15412.95	4,683	3.15							
March 2016	Pre-Ordering	PO-I-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3931.20	3,276	1.20							
March 2016	Pre-Ordering	PO-I-XML	Pre-Order Response Times (Connecting Fac. Assgn XML)	XML Request/Response	Diagnostic	N/A	5301.12	1,506	3.52							
March 2016	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	347	85	88%							
March 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-PTS	Diagnostic	N/A	9	9	22.22%							
March 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	84	84	78.57%							
March 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	286	286	99.67%							
March 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-PTS	Diagnostic	N/A	2	2	100.00%							
March 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	66	67	96.51%							
March 2016	Pre-Ordering	PO-3X	Electronic LSRs Requested Manually	Product Aggregate	Diagnostic	N/A	20.38	12	1.43							
March 2016	Pre-Ordering	PO-3A(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	2	2	100.00%							
March 2016	Pre-Ordering	PO-3A(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	60	60	100.00%							
March 2016	Pre-Ordering	PO-3A(b)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	288	285	100.00%							
March 2016	Pre-Ordering	PO-3B(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	4	4	100.00%							
March 2016	Pre-Ordering	PO-3B(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	24	24	100.00%							
March 2016	Pre-Ordering	PO-3B(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	42	42	100.00%							
March 2016	Pre-Ordering	PO-3D	FOCs provided for ASRs requesting LIS Trunks	LIS Trunk	Benchmark	85.00%	4	4	100.00%							
March 2016	Pre-Ordering	PO-3B	Unbundled Loops	Unbundled Loops and Number Portability	Benchmark	N/A	2	3	66.67%							
February 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	124	124	100.00%							
February 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	180,096	180,096	100.00%							
February 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	872	872	100.00%							
February 2016	Billing	BI-4	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	264	264	100.00%							
February 2016	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Diagnostic	N/A	872	872	100.00%							
February 2016	Database Updates	DB-1B	All	LDB	Diagnostic	N/A	2,676,972	2,676,972	1.07							
February 2016	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	811.92	4,071	0.20							
February 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMA/GUI	Diagnostic	N/A	26,460	26,460	100.00%							
February 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	28,440	28,440	100.00%							
February 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	26,460	26,460	100.00%							
February 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	Repair/GUI	Diagnostic	N/A	40,320	40,320	100.00%							
February 2016	Electronic Gateway Availability	GA-7	System Availability - ASR	EXACT	Diagnostic	N/A	39,180	39,180	100.00%							
February 2016	Maintenance and Repair	MR-5B	Trunk Outage Resolution after Software Releases	EXACT	Diagnostic	N/A	21,060	21,060	100.00%							
February 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4-Hour-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%							
February 2016	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%							
February 2016	Maintenance and Repair	MR-5A	Out of Service Cleared w/ 24 hours	Business	Parity	N/A	5	10	50.00%							
February 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	73.35	2	36.47							
February 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	6.51	1	6.51							
February 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	19.09	2	9.34							
February 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	75.41	10	7.34							
February 2016	Maintenance and Repair	MR-7A	Repair Repeat Rpt Rate-Disp w/ MSA	Residence	Parity	N/A	380.41	26	14.38							
February 2016	Maintenance and Repair	MR-7A	Repair Repeat Rpt Rate-Disp w/ MSA	Residence	Parity	N/A	0	2	0.00%							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	Modified Z Score	Parity Score
February 2016	Maintenance and Repair	MR-7E	Repair/Repair Report Rate-Zone 2	Enhanced Extended Loops - DSI Capable	Parity	N/A	1	1	100.00%	0.00%	0	4	0.00%	0.00%	0.041521	-0.489331
February 2016	Maintenance and Repair	MR-7E	Repair/Repair Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	0	0.00%	0.00%	0	4	0.00%	0.00%		
February 2016	Maintenance and Repair	MR-7E	Repair/Repair Report Rate-Zone 2	Unbundled Loop - DSI Capable	Parity	N/A	0	10	0.00%	0.00%	0	4	0.00%	0.00%		
February 2016	Maintenance and Repair	MR-9	Trouble Rate	Enhanced Extended Loops - DSI Capable	Parity	N/A	4	26	15.38%	36.05%	34	266	11.81%	32.27%	0.265591	-0.825373
February 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	1	75	1.33%	11.79%	4	215	1.85%	13.46%	-0.540418	-1.146164
February 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	11,612	0.00%	17.67%	0	13,152	1.15%	10.72%	0.978622	-0.404827
February 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	2	62	3.23%	1.64%	220	18,923	1.19%	13.45%	-0.443403	-1.26957
February 2016	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	11	0.00%	0.00%	4	217	1.84%	12.60%	-0.972688	-1.591359
February 2016	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	835	0.00%	8.01%	1	62	1.61%	12.60%	-0.552194	-1.33571
February 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	310	0.65%	1.79%	1	62	1.61%	12.60%	-0.552194	-1.33571
February 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DSI Capable	Parity	N/A	10	843	1.19%	13.27%	4	223	1.79%	13.27%	-0.607819	-1.366528
February 2016	Maintenance and Repair	MR-9A	Trouble Rate	Unbundled Loop Analog	Parity	N/A	26	5,659	0.46%	6.76%	288	30,526	0.94%	9.67%	-3.659351	-3.103136
February 2016	Maintenance and Repair	MR-9A	Trouble Rate	Residence	Parity	N/A	1	1,392	0.00%	50.00%	137	185	74.05%	43.83%	0.109389	-0.93349
February 2016	Network Performance	NH-1A	Repair Appointments Met-Drop w/ MSA	LS Trunk	Parity	N/A	0	0	0.00%	0.00%	0	0	0.00%	0.00%		
February 2016	Network Performance	NH-1A	Trunk Blockage to CTL-Q Tandem Otc w/ TGSR excl	LS Trunk	Parity	N/A	0	888	0.00%	0.00%	0	0	0.00%	0.00%		
February 2016	Network Performance	NH-1C	Trunk Blockage to CTL-Q End Otc w/ TGSR excl	LS Trunk	Parity	N/A	0	888	0.00%	0.00%	0	0	0.00%	0.00%		
February 2016	Ordering and Provisioning	OP-15A	Trunk Blockage to CTL-Q End Otc w/ TGSR excl	LS Trunk	Parity	N/A	0	888	0.00%	0.00%	0	0	0.00%	0.00%		
February 2016	Ordering and Provisioning	OP-15B-RD	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	169	7	24.14	5.37	6,835	27	256.85	276.05	-1.987512	-2.208321
February 2016	Ordering and Provisioning	OP-3E	Pending Orders Delayed for Facilities	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	7	7	100.00%	0.00%	6	6	22.22%	41.57%	3.719016	1.261001
February 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	11	11	100.00%	0.00%	0	0	0.00%	0.00%		
February 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	3	2,000	100.00%	0.00%	0	0	0.00%	0.00%		
February 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	40	8	5.00	0.00%	0	0	0.00%	0.00%		
February 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	11	11	100.00%	0.00%	0	0	0.00%	0.00%		
February 2016	Ordering and Provisioning	OP-5C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	449	449	100.00%	0.00%	0	0	0.00%	0.00%		
February 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6738.90	19,254	0.35	19.254	0	0	0.00%	0.00%		
February 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15960.50	13,025	1.22	13.025	0	0	0.00%	0.00%		
February 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22829.40	19,254	1.16	19.254	0	0	0.00%	0.00%		
February 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3254.62	4,386	0.74	4.386	0	0	0.00%	0.00%		
February 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3707.64	4,386	0.84	4.386	0	0	0.00%	0.00%		
February 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	613.56	1,892	0.43	1.892	0	0	0.00%	0.00%		
February 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1249.50	1,190	1.05	1.190	0	0	0.00%	0.00%		
February 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2063.06	1,892	1.09	1.892	0	0	0.00%	0.00%		
February 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	8139.73	11,379.48	0.71	11.379	0	0	0.00%	0.00%		
February 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	3240.75	3,725	0.87	3.725	0	0	0.00%	0.00%		
February 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11,379.48	3,725	2.13	3.725	0	0	0.00%	0.00%		
February 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8024.73	7,791	1.03	7.791	0	0	0.00%	0.00%		
February 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	14746.77	7,791	1.89	7.791	0	0	0.00%	0.00%		
February 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	2288.84	1,022	2.22	1.022	0	0	0.00%	0.00%		
February 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	630.18	1,167	0.54	1.167	0	0	0.00%	0.00%		
February 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	2899.02	1,022	2.84	1.022	0	0	0.00%	0.00%		
February 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3489.72	6,711	0.52	6.711	0	0	0.00%	0.00%		
February 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	7757.40	12,929	0.60	12,929	0	0	0.00%	0.00%		
February 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	11,247.12	6,711	1.68	6,711	0	0	0.00%	0.00%		
February 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	201.20	1,006	0.20	1,006	0	0	0.00%	0.00%		
February 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	737.18	1,798	0.41	1,798	0	0	0.00%	0.00%		
February 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	112.50	890	1.25	890	0	0	0.00%	0.00%		
February 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	2050.88	1,798	1.14	1,798	0	0	0.00%	0.00%		
February 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2547.30	3,639	0.70	3,639	0	0	0.00%	0.00%		
February 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	51,291.24	2,684	18.11	2,684	0	0	0.00%	0.00%		
February 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53938.54	3,639	14.79	3,639	0	0	0.00%	0.00%		
February 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	83645.1	4,473	18.67	4,473	0	0	0.00%	0.00%		
February 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	74665.20	4,610	16.2	4,610	0	0	0.00%	0.00%		
February 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	97222.33	6,923	9.71	6,923	0	0	0.00%	0.00%		
February 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	26263.97	8,273	4.19	8,273	0	0	0.00%	0.00%		
February 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46839.22	3,682	13.21	3,682	0	0	0.00%	0.00%		
February 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3891.25	775	5.15	775	0	0	0.00%	0.00%		
February 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15695.04	4,966	3.14	4,966	0	0	0.00%	0.00%		

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	Modified Z Score	Parity Score
February 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (IN Reservation XML)	XML Request/Response	Diagnostic	N/A	3532.10	1.897	1.10							
February 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assign XML)	XML Request/Response	Diagnostic	N/A	5557.59	1.897	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	Resale Aggregate WO UNE-F-POTS	Resale Aggregate WO UNE-F-POTS	Diagnostic	N/A	3	7	42.85%							
February 2016	Pre-Ordering	PO-2B	All Flowthrough Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	49	77	63.64%							
February 2016	Pre-Ordering	PO-2B	All Flowthrough Eligible LSRs	LNP	Diagnostic	N/A	134	134	100.00%							
February 2016	Pre-Ordering	PO-2B	All Flowthrough Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	3	3	100.00%							
February 2016	Pre-Ordering	PO-2B	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	49	49	100.00%							
February 2016	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	40.29	2	20.14							
February 2016	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	30.15	10	3.02							
February 2016	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	46	46	100.00%							
February 2016	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	124	124	100.00%							
February 2016	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	2	2	100.00%							
February 2016	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	31	31	100.00%							
February 2016	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	22	22	100.00%							
February 2016	Pre-Ordering	PO-5C-(d)	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	LNP	Parity 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	Residential Compensation	Diagnostic	N/A	809	809	100.00%							
January 2016	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	309	309	100.00%							
January 2016	Billing	BI-4B	UNEs and Resale Aggregate	Residential Compensation	Parity	N/A	809	809	100.00%							
January 2016	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	3,167,093	2,957,005	1.07							
January 2016	Database Updates	DB-1C-1	All	IRAGUI	Diagnostic	N/A	4,195	4,195	0.20							
January 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IRAGUI	Diagnostic	N/A	29,860	29,860	100.00%							
January 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,860	29,860	100.00%							
January 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	XML	Diagnostic	N/A	29,860	29,860	100.00%							
January 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EFTA	Diagnostic	N/A	42,840	42,840	100.00%							
January 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	Repair/CI	Diagnostic	N/A	41,585	41,585	100.00%							
January 2016	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	E/ACT	Diagnostic	N/A	21,600	21,600	100.00%							
January 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	0	0	33.33%							
January 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	3	5	60.00%							
January 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Diagnostic	N/A	5	8	62.50%							
January 2016	Maintenance and Repair	MR-5X	Out of Service Cleared w/ 24 hours	Business	Parity	N/A	1	1	0.00%							
January 2016	Maintenance and Repair	MR-5E	Mean Time to Restore Internal Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	13.47	3	4.36							
January 2016	Maintenance and Repair	MR-5E	Mean Time to Restore Internal Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	21.32	5	4.18							
January 2016	Maintenance and Repair	MR-5E	Mean Time to Restore Internal Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	18	8	3.34							
January 2016	Maintenance and Repair	MR-5E	Mean Time to Restore Internal Zone 2	Unbundled Loop Analog	Parity	N/A	130.44	18	7.16							
January 2016	Maintenance and Repair	MR-7E	Repair/Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	3	0.00%							
January 2016	Maintenance and Repair	MR-7E	Repair/Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	5	0.00%							
January 2016	Maintenance and Repair	MR-7E	Repair/Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	8	0.00%							
January 2016	Maintenance and Repair	MR-7E	Repair/Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	18	0.00%							
January 2016	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	71	0.00%							
January 2016	Maintenance and Repair	MR-8	Trouble Rate	LS Trunk	Parity	N/A	0	11,540	0.00%							
January 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	64	0.00%							
January 2016	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	11	0.00%							
January 2016	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	844	0.36%							
January 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	5	317	1.56%							
January 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	8	865	0.92%							
January 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	18	5,699	0.32%							
January 2016	Network Performance	NI-1A	Trunk Blockage to CTLQ Tandem O/E w/ TCSR excd	LS Trunk	Parity	N/A	0	1,392	0.00%							
January 2016	Network Performance	NI-1C	Trunk Blockage to CTLQ Tandem O/E w/ TCSR excd	LS Trunk	Diagnostic	N/A	0	885	0.00%							
January 2016	Network Performance	NI-1C	Trunk Blockage to CTLQ Tandem O/E w/ TCSR excd	LS Trunk	Diagnostic	N/A	0	1,392	0.00%							
January 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	22	7	3.14							
January 2016	Ordering and Provisioning	OP-15B-RD	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	7	7	100.00%							
January 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	2	2	100.00%							
January 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	3	3	100.00%							
January 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	21	21	100.00%							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	Modified Z Score	Parity Score
January 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	75	18	3.00							
January 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	2	100.00%	0.00%					0.00%	
January 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DSL Capable	Parity	N/A	3	3	100.00%	0.00%	3	3	100.00%	0.00%	0.00%	
January 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	21	21	100.00%	0.00%	153	158	96.84%	0.00%	17.51%	-1.473177
January 2016	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	131	131	100.00%							
January 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6445.58	19.532	0.33							
January 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	19857.05	13.105	1.14							
January 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23302.61	19.532	1.14							
January 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3234.00	4.372	0.75							
January 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3664.65	4.372	0.85							
January 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	762.30	1.815	0.42							
January 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1322.84	1.297	1.02							
January 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	2085.24	3.115	1.15							
January 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3126.66	3.759	2.12							
January 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7969.08	3.813	2.91							
January 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11095.74	7.704	1.10							
January 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8474.40	7.704	1.10							
January 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6466.00	5.640	1.15							
January 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14940.40	7.704	1.94							
January 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2307.10	1.051	2.10							
January 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	660.24	1.179	0.56							
January 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2967.34	1.051	2.73							
January 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3441.48	6.748	0.51							
January 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7741.98	13.122	0.59							
January 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11183.46	6.146	1.66							
January 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	ACCEPT	Diagnostic	N/A	284.18	1.053	0.28							
January 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	752.60	1.952	0.40							
January 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1267.20	960	1.28							
January 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2044.18	1.962	1.18							
January 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2570.33	3.521	0.73							
January 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	52919.68	2.768	19.01							
January 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	55190.01	3.521	15.67							
January 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8008.44	4.498	1.78							
January 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7944.16	4.592	1.73							
January 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	6689.35	6.791	9.85							
January 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	28328.64	6.329	4.16							
January 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46562.79	3.579	13.01							
January 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3907.80	780	5.01							
January 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15620.16	4.812	3.18							
January 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3750.00	3.125	1.20							
January 2016	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	5819.04	1.824	3.46							
January 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	153	183	83.81%							
January 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	14	14	64.29%							
January 2016	Pre-Ordering	PO-2B	All Flowthrough Eligible LSRs	LNP	Diagnostic	N/A	153	153	100.00%							
January 2016	Pre-Ordering	PO-2B	All Flowthrough Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	9	9	100.00%							
January 2016	Pre-Ordering	PO-2B	All Flowthrough Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	82	82	100.00%							
January 2016	Pre-Ordering	PO-3Y	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	18.21	8	2.18							
January 2016	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	8	8	100.00%							
January 2016	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	73	73	100.00%							
January 2016	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	144	144	100.00%							
January 2016	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	42	43	97.67%							
January 2016	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	26	26	100.00%							
January 2016	Pre-Ordering	PO-5B-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	3	3	100.00%							
January 2016	Pre-Ordering	PO-5D	FOCs provided for ASRS requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	1	1	100.00%							
December 2015	Billing	BL-2	Invoices Delivered Within 10 Days	AI	Diagnostic	N/A	168	170	98.82%							
December 2015	Billing	BL-3A	Billing Accuracy - Adjustments for Errors	AI	Diagnostic	N/A	186.188	186.188	100.00%							
December 2015	Billing	BL-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	841	841	100.00%							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	Modified Z Score	Parity Score
December 2015	Billing	BJAA	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	356	356	100.00%	0.00%	4,344	4,359	99.43%	0.00%	-1.376386	-1.65783
December 2015	Billing	BJAB	Reciprocal Compensation (MCO)	Reciprocal Compensation	Diagnostic	N/A	841	841	100.00%	0.00%	3,117.693	3,117.693	100.00%	0.00%	0.00%	0.00%
December 2015	Database Updates	DB-1B	All	Database Updates	Diagnostic	N/A	3,250.795	3,250.795	100.00%	0.00%	1.04	1.04	100.00%	0.00%	0.00%	0.00%
December 2015	Database Updates	DB-1C-1	All	Database Updates	Diagnostic	N/A	1,281.51	1,281.51	100.00%	0.00%	0.28	0.28	100.00%	0.00%	0.00%	0.00%
December 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	Gateway Availability - LSR	Diagnostic	N/A	30.600	30.600	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%
December 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	Gateway Availability - LSR	Diagnostic	N/A	30.600	30.600	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%
December 2015	Electronic Gateway Availability	GA-2	Gateway Availability - Repair	Gateway Availability - Repair	Diagnostic	N/A	30.600	30.600	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%
December 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	Gateway Availability - Repair	Diagnostic	N/A	43.200	43.200	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%
December 2015	Electronic Gateway Availability	GA-4	System Availability - ASR	System Availability - ASR	Diagnostic	N/A	42.180	42.180	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%
December 2015	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	System Availability - ASR	Diagnostic	N/A	22.860	22.860	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	0	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	0	1	0.00%	0.00%	0	1	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	3	5	60.00%	46.99%	0	2	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	12.49	12.49	100.00%	0.00%	21.11	21.11	100.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 COMPATIBLE	Parity	N/A	8.45	8.45	100.00%	0.00%	0.00	0.00	100.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - 2 Wire Non-Loaded	Parity	N/A	8.17	8.17	100.00%	0.00%	2.39	2.39	100.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	28.46	28.46	100.00%	0.00%	4.53	4.53	100.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	288.02	288.02	100.00%	0.00%	155.6634	155.6634	100.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Repair/Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	0	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Repair/Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	0	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Repair/Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	34	34	100.00%	0.00%	32	32	100.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Repair/Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	74	74	100.00%	0.00%	2	2	100.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	0	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Trouble Rate	UNBUNDLED LOOP - 2 Wire Non-Loaded	Parity	N/A	0	0	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Trouble Rate	Unbundled Loop Analog	Parity	N/A	11.462	11.462	100.00%	0.00%	223	223	100.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	11	0.00%	0.00%	0	2	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	851	0.00%	0.00%	0	63	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	5	323	0.00%	0.00%	0	63	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Trouble Rate	Unbundled Loop Analog	Parity	N/A	34	5,762	0.00%	0.00%	0	221	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Trouble Rate	UNBUNDLED LOOP - 2 Wire Non-Loaded	Parity	N/A	0	1,392	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	888	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1,392	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	888	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Trouble Rate	Unbundled Loop Analog	Parity	N/A	77	77	100.00%	0.00%	7,607	7,607	100.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Trunk Blockage to CTL-Q Tandem Otc w/ TGSR excl	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	N/A	1	1	100.00%	0.00%	8	8	100.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Trunk Blockage to CTL-Q Tandem Otc w/ TGSR excl	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	N/A	5	5	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Trunk Blockage to CTL-Q Tandem Otc w/ TGSR excl	Unbundled Loop - DS1 Capable	Benchmark	N/A	1	1	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Trunk Blockage to CTL-Q Tandem Otc w/ TGSR excl	Unbundled Loop Analog	Benchmark	N/A	1	1	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Interval for Pending Orders Delayed Past Due Date	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	9	9	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	1	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	N/A	8	8	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	N/A	9	9	100.00%	0.00%	3	3	100.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	N/A	24	24	100.00%	0.00%	8	8	100.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	N/A	39	39	100.00%	0.00%	8	8	100.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5	5	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	9	9	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	7	7	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Number Portability Timeliness without Loop Cord	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	N/A	198	198	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Pre-Order Response Time (Address Validation)	REQUEST	Diagnostic	N/A	6,465.02	19,103	0.34	0.34	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Pre-Order Response Time (Address Validation)	RESPONSE	Diagnostic	N/A	1,571.20	12,976	0.12	0.12	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Pre-Order Response Time (Address Validation)	TOTAL	Diagnostic	N/A	2,206.22	19,103	0.116	0.116	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Pre-Order Response Time (Address Validation)	REQUEST	Diagnostic	N/A	3,034.60	4,215	0.72	0.72	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Pre-Order Response Time (Address Validation)	TOTAL	Diagnostic	N/A	3,462.92	4,215	0.82	0.82	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Pre-Order Response Time (Facility Assignment)	REQUEST	Diagnostic	N/A	701.51	1,711	0.41	0.41	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Pre-Order Response Time (Facility Assignment)	RESPONSE	Diagnostic	N/A	1,367.30	1,210	1.13	1.13	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Pre-Order Response Time (Facility Assignment)	TOTAL	Diagnostic	N/A	2,068.81	1,711	1.21	1.21	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	MR-5E	Pre-Order Response Time (Facility Check)	REQUEST	Diagnostic	N/A	3,229.53	3,891	0.83	0.83	0	0	0.00%	0.00%	0.00%	0.00%

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Month	PID Category	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTI-Q Numerator	CTI-Q Denominator	CTI-Q Result	CTI-Q Standard Deviator	Modified Z Score	Parity Score
December 2015	Pre-Ordering	POI-IMA GUI	RESPONSE	Diagnostic	N/A	7566.36	3.769	2.04							
December 2015	Pre-Ordering	POI-IMA GUI	TOTAL	Diagnostic	N/A	10795.89	3.881	2.77							
December 2015	Pre-Ordering	POI-IMA GUI	REQUEST	Diagnostic	N/A	6081.85	7.897	1.05							
December 2015	Pre-Ordering	POI-IMA GUI	RESPONSE	Diagnostic	N/A	6853.64	5.892	1.17							
December 2015	Pre-Ordering	POI-IMA GUI	TOTAL	Diagnostic	N/A	14975.49	7.897	1.95							
December 2015	Pre-Ordering	POI-IMA GUI	REQUEST	Diagnostic	N/A	2301.60	1.096	2.10							
December 2015	Pre-Ordering	POI-IMA GUI	RESPONSE	Diagnostic	N/A	663.16	1.124	0.59							
December 2015	Pre-Ordering	POI-IMA GUI	TOTAL	Diagnostic	N/A	2964.76	1.096	2.71							
December 2015	Pre-Ordering	POI-IMA GUI	REQUEST	Diagnostic	N/A	3975.10	6.682	0.55							
December 2015	Pre-Ordering	POI-IMA GUI	RESPONSE	Diagnostic	N/A	7465.18	12.871	0.57							
December 2015	Pre-Ordering	POI-IMA GUI	TOTAL	Diagnostic	N/A	11140.28	6.682	1.68							
December 2015	Pre-Ordering	POI-IMA GUI	ACCEPT	Diagnostic	N/A	222.18	1.058	0.21							
December 2015	Pre-Ordering	POI-IMA GUI	REQUEST	Diagnostic	N/A	795.46	1.894	0.42							
December 2015	Pre-Ordering	POI-IMA GUI	RESPONSE	Diagnostic	N/A	1214.12	9.56	1.27							
December 2015	Pre-Ordering	POI-IMA GUI	TOTAL	Diagnostic	N/A	2331.78	1.894	1.18							
December 2015	Pre-Ordering	POI-IMA GUI	REQUEST	Diagnostic	N/A	2293.93	3.379	0.67							
December 2015	Pre-Ordering	POI-IMA GUI	RESPONSE	Diagnostic	N/A	49147.09	2.599	18.91							
December 2015	Pre-Ordering	POI-IMA GUI	TOTAL	Diagnostic	N/A	51411.02	3.379	15.21							
December 2015	Pre-Ordering	POI-XML	XML Request/Response	Diagnostic	N/A	8857.49	4.451	1.99							
December 2015	Pre-Ordering	POI-XML	XML Request/Response	Diagnostic	N/A	7576.27	4.483	1.69							
December 2015	Pre-Ordering	POI-XML	XML Request/Response	Diagnostic	N/A	67834.80	6.652	9.90							
December 2015	Pre-Ordering	POI-XML	XML Request/Response	Diagnostic	N/A	28211.68	6.182	4.24							
December 2015	Pre-Ordering	POI-XML	XML Request/Response	Diagnostic	N/A	45113.46	3.227	13.98							
December 2015	Pre-Ordering	POI-XML	XML Request/Response	Diagnostic	N/A	3858.20	7.64	5.05							
December 2015	Pre-Ordering	POI-XML	XML Request/Response	Diagnostic	N/A	15150.72	4.856	3.12							
December 2015	Pre-Ordering	POI-XML	XML Request/Response	Diagnostic	N/A	341.52	3.046	1.12							
December 2015	Pre-Ordering	POI-XML	XML Request/Response	Diagnostic	N/A	5911.99	1.346	3.63							
December 2015	Pre-Ordering	POI-XML	LNP	Diagnostic	N/A	193	239	80.75%							
December 2015	Pre-Ordering	POI-XML	Reale Aggregate WO UNE-P-POTS	Diagnostic	N/A	4	10	40.00%							
December 2015	Pre-Ordering	POI-XML	Unbundled Loop Aggregate	Diagnostic	N/A	139	201	69.17%							
December 2015	Pre-Ordering	POI-XML	LNP	Diagnostic	N/A	193	193	100.00%							
December 2015	Pre-Ordering	POI-XML	Reale Aggregate WO UNE-P-POTS	Diagnostic	N/A	4	4	100.00%							
December 2015	Pre-Ordering	POI-XML	Unbundled Loop Aggregate	Diagnostic	N/A	139	139	100.00%							
December 2015	Pre-Ordering	POI-XML	Product Aggregate	Diagnostic	N/A	93.05	57.25	31.02							
December 2015	Pre-Ordering	POI-XML	Product Aggregate	Diagnostic	N/A	57.25	19	3.01							
December 2015	Pre-Ordering	POI-XML	Reale Aggregate	Benchmark	95.00%	4	4	100.00%							
December 2015	Pre-Ordering	POI-XML	Unbundled Loop AGG-EELS	Benchmark	95.00%	141	141	100.00%							
December 2015	Pre-Ordering	POI-XML	FOCs on Time for Fully Electronic LSRs	Benchmark	95.00%	176	176	100.00%							
December 2015	Pre-Ordering	POI-XML	FOCs on Time for Fully Electronic LSRs	Benchmark	90.00%	1	1	100.00%							
December 2015	Pre-Ordering	POI-XML	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	95	95	100.00%							
December 2015	Pre-Ordering	POI-XML	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	40	41	97.58%							
December 2015	Pre-Ordering	POI-XML	FOCs on Time for manual LSRs via Facsimile	Benchmark	90.00%	1	1	100.00%							
December 2015	Pre-Ordering	POI-XML	Unbundled Loops	Parity	N/A	0	8	0.00%							
December 2015	Billing	BI-2	Invoices Delivered within 10 Days	Parity by Design	N/A	125	125	100.00%							
November 2015	Billing	BI-3A	UNES and Resale Aggregate	Diagnostic	N/A	186.686	186.686	100.00%							
November 2015	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Diagnostic	N/A	954	954	100.00%							
November 2015	Billing	BI-4A	UNES and Resale Aggregate	Parity	N/A	343	343	100.00%							
November 2015	Billing	BI-4B	Reciprocal Compensation	Diagnostic	N/A	954	954	100.00%							
November 2015	Database Updates	DB-1C-1	Directory Listing	Diagnostic	N/A	3,533,912	3,533,912	1.04							
November 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	Diagnostic	N/A	975.77	5.119	0.19							
November 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	Diagnostic	N/A	28,980	28,980	100.00%							
November 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	Diagnostic	N/A	28,980	28,980	100.00%							
November 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	Diagnostic	N/A	28,980	28,980	100.00%							
November 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	Diagnostic	N/A	41,460	41,460	100.00%							
November 2015	Electronic Gateway Availability	GA-7	System Availability - ASR	Diagnostic	N/A	40,380	40,380	100.00%							
November 2015	Electronic Gateway Availability	GA-7	System Availability - ASR	Diagnostic	N/A	21,060	21,060	100.00%							
November 2015	Maintenance and Repair	MR-5B	Timely Outage Resolution after Software Releases	Parity	N/A	0	0	0.00%							
November 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Diagnostic	N/A	4	2	50.00%							
November 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Diagnostic	N/A	4	7	57.14%							
November 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Diagnostic	N/A	1	2	50.00%							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	Modified Z Score	Parity Score
November 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours/Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	2	50.00%	50.00%	4	4	100.00%	0.00%	0.40737	-0.736136
November 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/ 24 hours	Business	Parity	N/A	1	100.00%	0.00%	0.00%	25	58	43.19%	48.52%	-1.18154	-1.692645
November 2015	Maintenance and Repair	MR-6B	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	21.39	1	21.39	0.00	4823.88	49	83.20	94.10	-0.68542	-1.394285
November 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	45.16	7	1.17	0.34	5.28	3	1.49	0.50	-0.693739	-1.421794
November 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	7.30	2	3.45	1.35						
November 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	4	0.50	2.21						
November 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	679.53	37	18.23	36.58	32735.34	357	91.42	0.50	1.450572	-0.145777
November 2015	Maintenance and Repair	MR-7B	Repair/Repeat Report Rate-Drop out MSA	Residence	Parity	N/A	0	0	0.00%	0.00%	4	52	7.69%	26.65%	-2.859139	-1.171838
November 2015	Maintenance and Repair	MR-7E	Repair/Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	2	0.00%	0.00%	1	4	25.00%	43.30%	-0.696867	-1.405305
November 2015	Maintenance and Repair	MR-7E	Repair/Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	7	50.00%	50.00%	1	4	25.00%	43.30%	-0.696867	-1.405305
November 2015	Maintenance and Repair	MR-7E	Repair/Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	2	0.00%	0.00%	40	384	10.42%	30.55%	0.39374	-0.783124
November 2015	Maintenance and Repair	MR-7E	Repair/Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	5	37	13.51%	34.19%	4	213	1.85%	13.57%	0.020452	-0.987566
November 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	11,492	0.00%	0.00%	0	13,178	0.00%	12.61%	-0.064367	-1.038133
November 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	66	1.52%	12.22%	318	19,888	1.62%	13.54%	-0.446408	-1.271397
November 2015	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	11	0.00%	0.00%	4	214	1.87%	13.54%	-0.446408	-1.271397
November 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	7	908	0.77%	8.75%	0	63	0.00%	30.55%	0.39374	-0.783124
November 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	324	0.62%	7.83%	0	63	0.00%	13.36%	-0.52603	-1.192639
November 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	2	895	0.22%	4.72%	4	220	1.82%	13.36%	-0.52603	-1.192639
November 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	37	5,885	0.63%	7.90%	384	31,618	1.21%	10.95%	-3.787018	-3.290184
November 2015	Maintenance and Repair	MR-8B	Repair Appointments Mel-Drop out MSA	Residence	Parity	N/A	1	100.00%	0.00%	0.00%	36	52	69.23%	46.15%	-0.690247	-1.401463
November 2015	Network Performance	NR-1A	Trunk Blockage to CTL-Q Tandem Off w/ TCSR and	LS Trunk	Parity	N/A	0	1,392	0.00%	0.00%						
November 2015	Network Performance	NR-1B	Trunk Blockage to CTL-Q End Off w/ TCSR and	LS Trunk	Parity	N/A	0	868	0.00%	0.00%						
November 2015	Network Performance	NR-1C	Trunk Blockage to CTL-Q Tandem Off w/ TCSR and	LS Trunk	Diagnostic	N/A	0	1,392	0.00%	0.00%						
November 2015	Network Performance	NR-1D	Trunk Blockage to CTL-Q End Off w/ TCSR and	LS Trunk	Diagnostic	N/A	0	868	0.00%	0.00%						
November 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	148	3	49.33	44.36	16,216	43	377.12	595.41	-0.937555	-1.570954
November 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	3	3	100.00%	0.00%	13	43	30.23%	45.93%	3.719016	1.261001
November 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LS Trunk	Benchmark	90.00%	8	6	100.00%	0.00%	2	2	100.00%	0.00%		
November 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	2	2	100.00%	0.00%						
November 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	17	17	100.00%	0.00%						
November 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	5	5	100.00%	0.00%						
November 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	21	7	3.00	3.00						
November 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	6	2	3.00	3.00						
November 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	3	3.67	3.67	3.67						
November 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	75	15	5.00	5.00						
November 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	LS Trunk	Parity	N/A	1	100.00%	0.00%	0.00%	2	2	100.00%	0.00%		
November 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	8	8	100.00%	0.00%						
November 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	2	100.00%	0.00%						
November 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	5	5	100.00%	0.00%						
November 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	17	17	100.00%	0.00%						
November 2015	Ordering and Provisioning	OP-9C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	349	349	100.00%	0.00%	158	166	95.18%	21.42%	-0.883628	-1.537208
November 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	638.64	19,902	0.32	0.32						
November 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15829.38	13,302	1.19	1.19						
November 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22188.02	19,902	1.12	1.12						
November 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	2934.40	4,192	0.70	0.81						
November 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Appt. Scheduler)	RESPONSE	Diagnostic	N/A	3409.96	4,192	0.81	0.81						
November 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	713.60	1,784	0.40	0.40						
November 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	1284.02	1,178	1.09	1.09						
November 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1987.62	1,784	1.12	1.12						
November 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	3014.01	3,721	0.81	0.81						
November 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	7963.20	3,762	2.10	2.10						
November 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	16877.21	3,721	2.85	2.85						
November 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	8260.02	7,578	1.09	1.09						
November 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	6180.16	5,516	1.12	1.12						
November 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	14440.18	7,578	1.91	1.91						
November 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	2507.92	1,081	2.32	2.32						
November 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	621.04	1,109	0.56	0.56						
November 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A										

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Month	PID Category	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	Modified Z Score	Parity Score
November 2015	Pre-Ordering	PO-I-IMA GUI	TOTAL	Diagnostic	N/A	3128.95	1.081	2.89							
November 2015	Pre-Ordering	PO-I-IMA GUI	REQUEST	Diagnostic	N/A	3952.12	6.814	0.56							
November 2015	Pre-Ordering	PO-I-IMA GUI	RESPONSE	Diagnostic	N/A	8112.00	13.520	0.90							
November 2015	Pre-Ordering	PO-I-IMA GUI	TOTAL	Diagnostic	N/A	12064.12	6.814	1.77							
November 2015	Pre-Ordering	PO-I-IMA GUI	ACCEPT	Diagnostic	N/A	204.20	1.021	0.20							
November 2015	Pre-Ordering	PO-I-IMA GUI	REQUEST	Diagnostic	N/A	1781.05	1.905	0.41							
November 2015	Pre-Ordering	PO-I-IMA GUI	RESPONSE	Diagnostic	N/A	1186.36	892	1.33							
November 2015	Pre-Ordering	PO-I-IMA GUI	TOTAL	Diagnostic	N/A	2171.61	1.905	1.14							
November 2015	Pre-Ordering	PO-I-IMA GUI	REQUEST	Diagnostic	N/A	2433.88	3.428	0.71							
November 2015	Pre-Ordering	PO-I-IMA GUI	RESPONSE	Diagnostic	N/A	4692.32	2.672	18.50							
November 2015	Pre-Ordering	PO-I-IMA GUI	TOTAL	Diagnostic	N/A	52026.20	3.428	15.18							
November 2015	Pre-Ordering	PO-I-XML	XML Request/Response	Diagnostic	N/A	8231.86	4.523	1.82							
November 2015	Pre-Ordering	PO-I-XML	XML Request/Response	Diagnostic	N/A	7665.30	4.509	1.70							
November 2015	Pre-Ordering	PO-I-XML	XML Request/Response	Diagnostic	N/A	69023.36	6.958	9.92							
November 2015	Pre-Ordering	PO-I-XML	XML Request/Response	Diagnostic	N/A	26760.21	6.511	4.11							
November 2015	Pre-Ordering	PO-I-XML	XML Request/Response	Diagnostic	N/A	41835.68	2.964	14.02							
November 2015	Pre-Ordering	PO-I-XML	XML Request/Response	Diagnostic	N/A	3775.04	752	5.02							
November 2015	Pre-Ordering	PO-I-XML	XML Request/Response	Diagnostic	N/A	16185.00	4.960	3.25							
November 2015	Pre-Ordering	PO-I-XML	XML Request/Response	Diagnostic	N/A	3604.51	3.029	1.19							
November 2015	Pre-Ordering	PO-I-XML	XML Request/Response	Diagnostic	N/A	6038.38	1.892	3.59							
November 2015	Pre-Ordering	PO-I-XML	LNP	Diagnostic	N/A	350	350	84.25%							
November 2015	Pre-Ordering	PO-I-XML	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	6	16	37.50%							
November 2015	Pre-Ordering	PO-I-XML	Unbundled Loop Aggregate	Diagnostic	N/A	79	109	72.48%							
November 2015	Pre-Ordering	PO-I-XML	LNP	Diagnostic	N/A	295	298	96.66%							
November 2015	Pre-Ordering	PO-I-XML	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	6	7	85.71%							
November 2015	Pre-Ordering	PO-I-XML	Unbundled Loop Aggregate	Diagnostic	N/A	79	80	98.75%							
November 2015	Pre-Ordering	PO-I-XML	Product Aggregate	Diagnostic	N/A	13.48	8	1.32							
November 2015	Pre-Ordering	PO-I-XML	Resale Aggregate	Benchmark	95.00%	6	6	100.00%							
November 2015	Pre-Ordering	PO-I-XML	Unbundled Loop AGG-EELS	Benchmark	95.00%	69	69	100.00%							
November 2015	Pre-Ordering	PO-I-XML	LNP	Benchmark	95.00%	279	279	100.00%							
November 2015	Pre-Ordering	PO-I-XML	Resale Aggregate	Benchmark	90.00%	3	33	96.97%							
November 2015	Pre-Ordering	PO-I-XML	Unbundled Loop AGG-EELS	Benchmark	90.00%	50	50	100.00%							
November 2015	Pre-Ordering	PO-I-XML	LNP	Benchmark	90.00%	193	193	100.00%							
November 2015	Pre-Ordering	PO-I-XML	UNEs and Resale Aggregate	Parity by Design	N/A	187,068	189,299	98.82%							
November 2015	Pre-Ordering	PO-I-XML	Reciprocal Compensation	Diagnostic	N/A	906	906	100.00%							
November 2015	Pre-Ordering	PO-I-XML	UNEs and Resale Aggregate	Parity	N/A	369	369	100.00%							
November 2015	Pre-Ordering	PO-I-XML	Reciprocal Compensation	Diagnostic	N/A	906	906	100.00%							
November 2015	Pre-Ordering	PO-I-XML	LDB	Diagnostic	N/A	4,890,030	4,870,222	1.05							
November 2015	Pre-Ordering	PO-I-XML	Directory Listing	Diagnostic	N/A	1414.63	7,878	0.18							
November 2015	Pre-Ordering	PO-I-XML	Gateway Availability - LSR	Diagnostic	N/A	28,960	28,960	100.00%							
November 2015	Pre-Ordering	PO-I-XML	IMAGUI	Diagnostic	N/A	30,420	30,420	100.00%							
November 2015	Pre-Ordering	PO-I-XML	SIA	Diagnostic	N/A	28,960	28,960	100.00%							
November 2015	Pre-Ordering	PO-I-XML	XML	Diagnostic	N/A	43,140	43,140	100.00%							
November 2015	Pre-Ordering	PO-I-XML	EBTA	Diagnostic	N/A	41,925	41,925	100.00%							
November 2015	Pre-Ordering	PO-I-XML	RepairGUI	Diagnostic	N/A	22,500	22,500	100.00%							
November 2015	Pre-Ordering	PO-I-XML	EXACT	Diagnostic	N/A	0	0	0.00%							
November 2015	Pre-Ordering	PO-I-XML	ALL	Diagnostic	N/A	0	0	0.00%							
November 2015	Pre-Ordering	PO-I-XML	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	6	12	50.00%							
November 2015	Pre-Ordering	PO-I-XML	Unbundled Loop - DS1 Capable	Parity	N/A	1	2	50.00%							
November 2015	Pre-Ordering	PO-I-XML	Business	Parity	N/A	387.45	1	387.45							
November 2015	Pre-Ordering	PO-I-XML	Residence	Parity	N/A	271.68	1	271.68							
November 2015	Pre-Ordering	PO-I-XML	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	52.48	12	4.34							
November 2015	Pre-Ordering	PO-I-XML	Unbundled Loop - DS1 Capable	Parity	N/A	287.33	26	11.04							
November 2015	Pre-Ordering	PO-I-XML	Unbundled Loop Analog	Parity	N/A	0	1	0.00%							
November 2015	Pre-Ordering	PO-I-XML	Residence	Parity	N/A	0	1	0.00%							
November 2015	Pre-Ordering	PO-I-XML	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	12	16.67%							
November 2015	Pre-Ordering	PO-I-XML	Unbundled Loop - DS1 Capable	Parity	N/A	2	26	7.69%							
November 2015	Pre-Ordering	PO-I-XML	Unbundled Loop Analog	Parity	N/A	2	78	2.56%							
November 2015	Pre-Ordering	PO-I-XML	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	11,444	0.00%							
November 2015	Pre-Ordering	PO-I-XML	LIS Think	Parity	N/A	0	0	0.00%							

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Month	PID Category	PID	PID Title	Trouble Rate	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	SLC Standard Deviator	CTI-Q Numerator	CTI-Q Denominator	CTI-Q Result	CTI-Q Standard Deviator	Modified Z Score	Purity Score
October 2015	Maintenance and Repair	MR-8	Trunk Blockage to CTI-Q Tandem Otc w TCSR exd	0.00%	Parity	N/A	1	66	0.00%	15.2%	303	20,145	1.52%	13.1%	-0.30321	-1,205,293
October 2015	Maintenance and Repair	MR-3	Trunk Blockage to CTI-Q Tandem Otc w TCSR exd	0.00%	Parity	N/A	0	11	0.00%	0.00%	2	228	0.00%	0.00%	-0.30466	-1,848,777
October 2015	Maintenance and Repair	MR-3	Trunk Blockage to CTI-Q Tandem Otc w TCSR exd	0.00%	Parity	N/A	916	916	0.11%	3.30%	0	64	0.00%	0.00%	-1,311,692	-1,919,043
October 2015	Maintenance and Repair	MR-3	Trunk Blockage to CTI-Q Tandem Otc w TCSR exd	0.00%	Parity	N/A	12	300	0.00%	0.00%	0	64	0.00%	0.00%	0.189489	-0,884,930
October 2015	Maintenance and Repair	MR-3	Trunk Blockage to CTI-Q Tandem Otc w TCSR exd	0.00%	Parity	N/A	26	906	1.32%	1.22%	2	235	0.85%	11.43%	-5,068,606	-4,080,939
October 2015	Maintenance and Repair	MR-9A	Repair Appointments Met-Drop w/ MSA	0.00%	Parity	N/A	0	5,943	0.44%	6.60%	394	32,187	1.22%	11.00%	0.02578	-2,705,525
October 2015	Network Performance	NH-1A	Trunk Blockage to CTI-Q Tandem Otc w TCSR exd	0.14%	Parity	N/A	1	1,392	0.10%	0.14%	170	258	65.89%	47.41%	-2,705,525	-2,532,343
October 2015	Network Performance	NH-1B	Trunk Blockage to CTI-Q Tandem Otc w TCSR exd	0.16%	Parity	N/A	1	888	0.16%	0.20%						
October 2015	Network Performance	NH-1C	Trunk Blockage to CTI-Q Tandem Otc w TCSR exd	0.10%	Parity	N/A	1	1,392	0.10%	0.20%						
October 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	0.00%	Diagnostic	N/A	108	2	54.00%	24.04	15,838	47	336.98	561.02	-0.89652	-1,424,732
October 2015	Ordering and Provisioning	OP-15B-RD	Interval for Pending Orders Delayed Past Due Date	0.00%	Diagnostic	N/A	2	2	100.00%	0.00%	13	47	27.66%	44.73%	3,719,016	1,261,001
October 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	90.00%	Parity	N/A	3	4	75.00%	43.30%						
October 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	90.00%	Parity	N/A	8	100.00%	100.00%	22.91%						
October 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	90.00%	Benchmark	N/A	17	18	94.44%							
October 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	5.00%	Benchmark	N/A	23	23	100.00%							
October 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	5.00%	Benchmark	N/A	3	3	100.00%							
October 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	5.00%	Benchmark	N/A	18	18	4.11%							
October 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	6.00%	Benchmark	N/A	84	17	4.84							
October 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	6.00%	Parity	N/A	4	4	100.00%	0.00%						
October 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	6.00%	Parity	N/A	8	8	100.00%	0.00%						
October 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	6.00%	Parity	N/A	18	18	100.00%	0.00%						
October 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	6.00%	Parity	N/A	22	22	100.00%	0.00%	202	211	95.73%	20.21%	-0.84215	-1,572,787
October 2015	Ordering and Provisioning	OP-5C	Number Portability Timeliness without Loop Coord	95.00%	Benchmark	N/A	258	258	100.00%							
October 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Address Validation)	18,416	Diagnostic	N/A	6,261	18,416	0.34							
October 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Address Validation)	15,467	Diagnostic	N/A	44	12,868	1.21							
October 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Address Validation)	21,759	Diagnostic	N/A	12	18,416	1.19							
October 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Address Validation)	2,754	Diagnostic	N/A	46	3,992	0.89							
October 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Appt. Scheduler)	3173	Diagnostic	N/A	91	3,992	0.89							
October 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Facility Assignment)	622	Diagnostic	N/A	58	1,622	0.39							
October 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Facility Assignment)	1,383	Diagnostic	N/A	88	1,193	1.16							
October 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Facility Check)	3,242	Diagnostic	N/A	40	3,860	0.84							
October 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Facility Check)	7,278	Diagnostic	N/A	21	3,621	2.01							
October 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Facility Check)	10,520	Diagnostic	N/A	51	3,860	2.73							
October 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Get CSR)	8,186	Diagnostic	N/A	44	6,866	1.03							
October 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Get CSR)	14,672	Diagnostic	N/A	44	5,840	1.15							
October 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Get CSR)	14,672	Diagnostic	N/A	44	7,948	1.85							
October 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Meet Point Inquiry)	20,184	Diagnostic	N/A	201	1,004	2.01							
October 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Meet Point Inquiry)	5,845	Diagnostic	N/A	54	1,004	0.54							
October 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Meet Point Inquiry)	2,612	Diagnostic	N/A	58	1,004	0.54							
October 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Service Availability)	3,330	Diagnostic	N/A	30	6,530	0.51							
October 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Service Availability)	7,104	Diagnostic	N/A	78	12,042	0.59							
October 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Service Availability)	10,435	Diagnostic	N/A	08	6,530	1.60							
October 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (TN Reservation)	187	Diagnostic	N/A	34	986	0.19							
October 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (TN Reservation)	753	Diagnostic	N/A	54	1,993	0.38							
October 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (TN Reservation)	1,255	Diagnostic	N/A	17	973	1.29							
October 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (TN Reservation)	2,196	Diagnostic	N/A	05	1,993	1.11							
October 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Loop Qual Tools)	2,083	Diagnostic	N/A	25	3,205	0.65							
October 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Loop Qual Tools)	4,817	Diagnostic	N/A	25	2,693	18.25							
October 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Loop Qual Tools)	51,220	Diagnostic	N/A	50	3,205	15.98							
October 2015	Pre-Ordering	PO-1XML	Pre-Order Response Times (Address Validation XML)	8,593	Diagnostic	N/A	14	4,362	1.97							
October 2015	Pre-Ordering	PO-1XML	Pre-Order Response Times (Appt. Scheduler XML)	7,344	Diagnostic	N/A	96	4,372	1.68							
October 2015	Pre-Ordering	PO-1XML	Pre-Order Response Times (Facility Check XML)	6,510	Diagnostic	N/A	35	6,275	9.89							
October 2015	Pre-Ordering	PO-1XML	Pre-Order Response Times (Get CSR XML)	2,749	Diagnostic	N/A	23	6,275	4.37							
October 2015	Pre-Ordering	PO-1XML	Pre-Order Response Times (Loop Qual Tools XML)	4,654	Diagnostic	N/A	80	3,101	14.90							
October 2015	Pre-Ordering	PO-1XML	Pre-Order Response Times (Meet Point Inquiry XML)	14,055	Diagnostic	N/A	98	4,702	4.96							
October 2015	Pre-Ordering	PO-1XML	Pre-Order Response Times (Service Avail XML)	2,927	Diagnostic	N/A	26	2,967	0.98							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	Modified Z Score	Parity Score
October 2015	Pre-Ordering	PO-1/XML	Pre-Order Response Time(Connecting Fw Assign XML)	XML Requests/Response	Diagnostic	N/A	551.64	1,487	3.72							
October 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Resale	Diagnostic	N/A	312	389	64.55%							
October 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate w/o UNEP-POTS	Diagnostic	N/A	2	9	22.22%							
October 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	120	120	100.00%							
October 2015	Pre-Ordering	PO-2B	All Flowthrough Eligible LSRs	LNP	Diagnostic	N/A	312	312	100.00%							
October 2015	Pre-Ordering	PO-2B	All Flowthrough Eligible LSRs	Resale Aggregate w/o UNEP-POTS	Diagnostic	N/A	2	2	100.00%							
October 2015	Pre-Ordering	PO-2B	All Flowthrough Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	90	90	100.00%							
October 2015	Pre-Ordering	PO-3X	Electronic LSRs Requested Manually	Product Aggregate	Diagnostic	N/A	31,300	17	1.51							
October 2015	Pre-Ordering	PO-5A(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	2	2	100.00%							
October 2015	Pre-Ordering	PO-5A(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	72	72	100.00%							
October 2015	Pre-Ordering	PO-5A(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	299	299	100.00%							
October 2015	Pre-Ordering	PO-5B(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	2	2	100.00%							
October 2015	Pre-Ordering	PO-5B(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	39	41	95.12%							
October 2015	Pre-Ordering	PO-5B(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	50	50	100.00%							
October 2015	Pre-Ordering	PO-5C(a)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	3	3	100.00%							
October 2015	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	4	4	100.00%							
October 2015	Pre-Ordering	PO-6B	Unbundled Loops	Unbundled Loops and Number Portability	Benchmark	N/A	2	3	66.67%	47.14%	0	25	0.00%	0.00%		
October 2015	Pre-Ordering	PO-6C	LIS Trunks	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
September 2015	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	124	124	100.00%							
September 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	191,124	191,124	100.00%							
September 2015	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	951	951	100.00%							
September 2015	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	354	354	100.00%							
September 2015	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Parity	N/A	951	951	100.00%							
September 2015	Collection	CP-2C	Calculations with Interval Longer than 120 Days	All	Diagnostic	N/A	1	1	100.00%							
September 2015	Database Updates	DB-1/B	All	Directory Listing	Diagnostic	N/A	4,413,212	4,252,688	1.04							
September 2015	Database Updates	DB-1/C-1	All	IMAGUI	Diagnostic	N/A	1,228,80	5,160	0.24							
September 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
September 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XMA	Diagnostic	N/A	29,520	29,520	100.00%							
September 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EETA	Diagnostic	N/A	41,760	41,760	100.00%							
September 2015	Electronic Gateway Availability	GA-4	System Availability - ASR	Repair/CIJ	Diagnostic	N/A	40,740	40,740	100.00%							
September 2015	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							
September 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	2	3	66.67%	47.14%	-0.774597	-1.470921
September 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	7	7	100.00%							
September 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	2	50.00%							
September 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Diagnostic	N/A	7	13	53.85%	46.85%	2	3	66.67%	47.14%	-0.253347	-1.154024
September 2015	Maintenance and Repair	MR-5X	Out of Service Cleared w/ 24 hours	Business	Parity	N/A	0	2	0.00%	0.00%	44	95	46.32%	48.86%	0.536049	-0.674105
September 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3.53	2	1.57	1.57	17,21	2	8.41	11.32	-0.583988	-1.354802
September 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	20.53	7	2.59	0.46						
September 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	6.30	2	3.15	1.05						
September 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	81.54	13	6.18	6.34	17,21	2	8.41	11.32	-0.271012	-1.164764
September 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	279.00	29	9.37	6.54	391,991,3	447	87.42	102.31	-3.416215	-3.416215
September 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	2	50.00%	50.00%	0	3	0.00%	0.00%	0.253347	-0.845976
September 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	7	14.29%	34.89%						
September 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	2	0.00%	0.00%	0	3	0.00%	0.00%	-0.98747	-1.536347
September 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3	13	7.69%	26.85%	66	470	14.04%	34.74%	-0.956247	-1.336174
September 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	29	29	10.34%	30.45%	3	233	1.27%	11.27%	0.362216	-0.779788
September 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	76	2.63%	16.01%	1	13,464	0.01%	0.86%	-0.678237	-1.417339
September 2015	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	11,468	0.00%	0.00%	367	20,468	1.75%	13.27%	-1.123803	-1.676397
September 2015	Maintenance and Repair	MR-8	Trouble Rate	Resale	Parity	N/A	0	66	0.00%	0.00%	3	235	1.28%	11.23%	-0.36862	-1.224105
September 2015	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	11	11	0.78%	8.88%	3	66	0.00%	0.00%	-0.23423	-1.178879
September 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	7	923	0.35%	7.28%	0	66	0.00%	0.00%	-0.21346	-1.316956
September 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	13	869	1.45%	11.94%	3	241	1.24%	11.24%	-0.13144	-1.07891
September 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	29	6,029	0.48%	6.92%	470	32,585	1.44%	11.92%	-5.151298	-4.496541
September 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	1,416	0.00%	0.01%						
September 2015	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Otc w/ TGSR excl	LIS Trunk	Parity	N/A	0	888	0.00%	0.00%						
September 2015	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Otc w/ TGSR excl	LIS Trunk	Parity	N/A	0	1,416	0.00%	0.00%						
September 2015	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Otc w/ TGSR excl	LIS Trunk	Diagnostic	N/A	0	888	0.00%	0.00%						
September 2015	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Otc w/ TGSR excl	LIS Trunk	Diagnostic	N/A	0	888	0.00%	0.00%						

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	Standard Deviator	CTL-Q Result	CTL-Q Denominator	CTL-Q Numerator	Modified Z Score	Parity Score
September 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	US Trunk	Parity	N/A	61	1	61.00	0.00	0.00	1	82.00	0.00	0.00
September 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DSL Capable	Parity	N/A	3	3	3.00	0.00	0.00	1	24.04	511.82	-0.603469
September 2015	Ordering and Provisioning	OP-15B-RD	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	64	2	32.00	24.04	254.07	59	254.07	511.82	-0.603469
September 2015	Ordering and Provisioning	OP-15B-RD	Interval for Pending Orders Delayed Past Due Date	US Trunk	Parity	N/A	0	1	0.00%	0.00%	0.00%	1	100.00%	0.00%	0.00%
September 2015	Ordering and Provisioning	OP-15B-RD	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DSL Capable	Parity	N/A	2	1	100.00%	0.00%	0.00%	1	100.00%	0.00%	0.00%
September 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	2	2	100.00%	0.00%	0.00%	20	33.90%	47.34%	3.719016
September 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DSL Capable	Benchmark	90.00%	1	1	100.00%	0.00%	0.00%	8	100.00%	0.00%	0.00%
September 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DSL Capable	Benchmark	90.00%	7	7	100.00%	0.00%	0.00%	8	100.00%	0.00%	0.00%
September 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	20	25	80.00%	0.00%	0.00%	25	80.00%	0.00%	0.00%
September 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DSL Capable	Benchmark	6.00	3	1	3.00	0.00%	0.00%	1	3.00	0.00%	0.00%
September 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DSL Capable	Benchmark	5.00	3	1	3.00	0.00%	0.00%	1	3.00	0.00%	0.00%
September 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DSL Capable	Benchmark	5.00	5	1	5.00	0.00%	0.00%	1	5.00	0.00%	0.00%
September 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	133	25	5.32	0.00%	0.00%	25	5.32	0.00%	0.00%
September 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DSL Capable	Parity	N/A	1	1	100.00%	0.00%	0.00%	1	100.00%	0.00%	0.00%
September 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DSL Capable	Parity	N/A	7	7	100.00%	0.00%	0.00%	8	100.00%	0.00%	0.00%
September 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DSL Capable	Parity	N/A	1	1	100.00%	0.00%	0.00%	8	100.00%	0.00%	0.00%
September 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DSL Capable	Parity	N/A	25	25	100.00%	0.00%	0.00%	182	100.00%	0.00%	0.00%
September 2015	Ordering and Provisioning	OP-5C	Number Portability Timeliness without Loop Coord	Unbundled Loop Analog	Benchmark	95.00%	162	162	100.00%	0.00%	0.00%	182	100.00%	0.00%	0.00%
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6324.00	21,080	0.30	0.00%	0.00%	162	21,080	0.30	0.00%
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	20157.60	16,708	1.20	0.00%	0.00%	16,708	1.20	0.00%	0.00%
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	26481.60	21,080	1.26	0.00%	0.00%	16,708	1.26	0.00%	0.00%
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3322.03	4,682	0.71	0.00%	0.00%	4,682	0.71	0.00%	0.00%
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3928.19	4,682	0.82	0.00%	0.00%	4,682	0.82	0.00%	0.00%
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	740.77	1,878	0.39	0.00%	0.00%	1,878	0.39	0.00%	0.00%
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1462.89	1,209	1.21	0.00%	0.00%	1,209	1.21	0.00%	0.00%
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2193.66	1,678	1.17	0.00%	0.00%	1,678	1.17	0.00%	0.00%
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3697.25	3,971	0.92	0.00%	0.00%	3,971	0.92	0.00%	0.00%
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	6268.52	3,896	2.12	0.00%	0.00%	3,896	2.12	0.00%	0.00%
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11925.77	3,971	3.00	0.00%	0.00%	3,971	3.00	0.00%	0.00%
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	9816.11	8,896	1.10	0.00%	0.00%	8,896	1.10	0.00%	0.00%
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6485.00	5,640	1.15	0.00%	0.00%	5,640	1.15	0.00%	0.00%
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	16302.11	8,896	1.83	0.00%	0.00%	8,896	1.83	0.00%	0.00%
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2453.94	1,119	2.19	0.00%	0.00%	1,119	2.19	0.00%	0.00%
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	644.15	1,119	0.58	0.00%	0.00%	1,119	0.58	0.00%	0.00%
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3098.09	1,119	2.77	0.00%	0.00%	1,119	2.77	0.00%	0.00%
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	4202.21	7,448	0.56	0.00%	0.00%	7,448	0.56	0.00%	0.00%
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	9834.63	14,884	0.66	0.00%	0.00%	14,884	0.66	0.00%	0.00%
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	14036.84	7,448	1.89	0.00%	0.00%	7,448	1.89	0.00%	0.00%
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	218.50	1,067	0.20	0.00%	0.00%	1,067	0.20	0.00%	0.00%
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	876.22	2,011	0.44	0.00%	0.00%	2,011	0.44	0.00%	0.00%
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1409.91	1,068	1.32	0.00%	0.00%	1,068	1.32	0.00%	0.00%
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2504.63	2,011	1.25	0.00%	0.00%	2,011	1.25	0.00%	0.00%
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2855.66	3,680	0.78	0.00%	0.00%	3,680	0.78	0.00%	0.00%
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53595.00	2,700	19.85	0.00%	0.00%	2,700	19.85	0.00%	0.00%
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	56450.66	3,680	15.34	0.00%	0.00%	3,680	15.34	0.00%	0.00%
September 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	1828.18	6,523	0.28	0.00%	0.00%	6,523	0.28	0.00%	0.00%
September 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7703.88	4,479	1.72	0.00%	0.00%	4,479	1.72	0.00%	0.00%
September 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7473.92	7,176	10.42	0.00%	0.00%	7,176	10.42	0.00%	0.00%
September 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25860.94	7,311	3.54	0.00%	0.00%	7,311	3.54	0.00%	0.00%
September 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	41010.96	2,568	15.97	0.00%	0.00%	2,568	15.97	0.00%	0.00%
September 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	1961.25	775	5.15	0.00%	0.00%	775	5.15	0.00%	0.00%
September 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	18600.00	5,280	3.75	0.00%	0.00%	5,280	3.75	0.00%	0.00%
September 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3303.30	3,146	1.05	0.00%	0.00%	3,146	1.05	0.00%	0.00%
September 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Connecting Fac. Assign XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722	3.46	0.00%	0.00%	1,722	3.46	0.00%	0.00%
September 2015	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	211	263	80.23%	0.00%	0.00%	263	80.23%	0.00%	0.00%
September 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	4	4	100.00%	0.00%	0.00%	4	100.00%	0.00%	0.00%
September 2015	Pre-Ordering	PO-2B	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	116	116	100.00%	0.00%	0.00%	116	100.00%	0.00%	0.00%
September 2015	Pre-Ordering	PO-2B	All Electronic LSRs	LNP	Diagnostic	N/A	211	211	100.00%	0.00%	0.00%	211	100.00%	0.00%	0.00%
September 2015	Pre-Ordering	PO-2B	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	4	4	100.00%	0.00%	0.00%	4	100.00%	0.00%	0.00%

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	Modified Z Score	Parity Score
September 2015	Pre-Ordering	PO-2B	All Flowthrough Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	116	116	100.00%							
September 2015	Pre-Ordering	PO-3C	LSRs received via teslime	Product Aggregate	Diagnostic	N/A	27-38	3	9.13							
September 2015	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	24	24	3.24							
September 2015	Pre-Ordering	PO-SA(H)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	4	4	100.00%							
September 2015	Pre-Ordering	PO-SA(B)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	111	111	100.00%							
September 2015	Pre-Ordering	PO-SA(C)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	203	203	100.00%							
September 2015	Pre-Ordering	PO-SB(A)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	4	4	100.00%							
September 2015	Pre-Ordering	PO-SB(B)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	34	34	100.00%							
September 2015	Pre-Ordering	PO-SB(C)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	47	47	100.00%							
September 2015	Pre-Ordering	PO-8B	FOCs provided for ASRs requesting US Trunks.	US Trunk	Benchmark	85.00%	3	3	27.27%							
September 2015	Pre-Ordering	PO-8B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	3	11	44.54%		0	27	0.00%			
August 2015	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	190	190	100.00%							
August 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNES and Resale Aggregate	Diagnostic	N/A	192,781	192,781	100.00%							
August 2015	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	966	966	100.00%							
August 2015	Billing	BI-4A	UNES and Resale Aggregate	UNES and Resale Aggregate	Parity	N/A	377	377	100.00%							
August 2015	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Parity	N/A	966	966	100.00%							
August 2015	Database Updates	DB-1B	All	LDB	Diagnostic	N/A	4,324,804	4,324,804	1.05							
August 2015	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	5,123	5,123	0.20							
August 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%							
August 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,880	29,880	100.00%							
August 2015	Electronic Gateway Availability	GA-3	Gateway Availability - LSR	XML	Diagnostic	N/A	29,880	29,880	100.00%							
August 2015	Electronic Gateway Availability	GA-3	Gateway Availability - LSR	EBTA	Diagnostic	N/A	29,880	29,880	100.00%							
August 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,840	42,840	100.00%							
August 2015	Electronic Gateway Availability	GA-4	Gateway Availability - ASR	RepairGUI	Diagnostic	N/A	41,565	41,565	100.00%							
August 2015	Electronic Gateway Availability	GA-7	System Availability - ASR	EXACT	Diagnostic	N/A	21,600	21,600	100.00%							
August 2015	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	All	Diagnostic	N/A	0	0								
August 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	2	50.00%		1	2	50.00%		0	-1
August 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	4	6	66.67%							
August 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 hours-Zone 2	UNBUNDLED LOOP - 2 Wire Non-Loaded	Diagnostic	N/A	1	1	100.00%							
August 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 hours-Zone 2	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	8	15	53.33%							
August 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/ 24 hours	Business	Parity	N/A	242.48	2	4.37							
August 2015	Maintenance and Repair	MR-6A	Mean Time to Restore-Dig w/ MSA	Residence	Parity	N/A	9.14	2	4.37							
August 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	43.19	9	4.49							
August 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3.21	1	3.21							
August 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - 2 Wire Non-Loaded	Parity	N/A	84.39	15	5.39							
August 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	715.56	37	19.21							
August 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	0	2	0.00%							
August 2015	Maintenance and Repair	MR-7A	Repair Repeat Report Rate-Zone 2	Residence	Parity	N/A	0	0								
August 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	9	22.22%							
August 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	2	0.00%							
August 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - 2 Wire Non-Loaded	Parity	N/A	0	1	0.00%							
August 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	3	15	20.00%							
August 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	2	37	5.41%							
August 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	75	2.67%							
August 2015	Maintenance and Repair	MR-8	Trouble Rate	US Trunk	Parity	N/A	0	11,540	0.00%							
August 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	2	68	2.94%							
August 2015	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	11	0.00%							
August 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	9	947	0.95%							
August 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	341	0.29%							
August 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	15	913	1.64%							
August 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	37	6,083	0.61%							
August 2015	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/ MSA	Residence	Parity	N/A	1	2	50.00%							
August 2015	Maintenance and Repair	NR-1A	Trunk Blockage to CTLQ Trunkers One w/ TCSR and	US Trunk	Parity	N/A	0	1,416	0.00%							
August 2015	Maintenance and Repair	NR-1B	Trunk Blockage to CTLQ Trunkers One w/ TCSR and	US Trunk	Parity	N/A	0	888	0.00%							
August 2015	Maintenance and Repair	NR-1C	Trunk Blockage to CTLQ Trunkers One w/ TCSR and	US Trunk	Parity	N/A	0	1,416	0.00%							
August 2015	Maintenance and Repair	NR-1D	Trunk Blockage to CTLQ Trunkers One w/ TCSR and	US Trunk	Parity	N/A	0	888	0.00%							
August 2015	Maintenance and Repair	OP-15A	Interval for Pending Orders Delayed Past Due Date	US Trunk	Parity	N/A	40	1	40.00%							
August 2015	Ordering and Provisioning	OP-15B-RD	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	28	1	28.00%							
August 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	0	1	0.00%							
August 2015	Ordering and Provisioning	OP-3E	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	1	100.00%								
August 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	7	8	87.50%							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	Modified Z Score	Parity Score
August 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	4	4	100.00%							
August 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%							0.00%
August 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	22	24	91.67%							
August 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	5	4	3.00							
August 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	12	8	3.00							
August 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	103	20	5.15							
August 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	8	8	100.00%							0.00%
August 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4	4	100.00%							0.00%
August 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	23	24	95.83%							
August 2015	Ordering and Provisioning	OP-5C	Number Portability Timeliness without Loop Cord	Unbundled Loop Analog	Benchmark	95.00%	174	174	100.00%							
August 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	4000.40	20022	0.20							
August 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	13066.90	15341	0.90							
August 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	17867.30	20022	0.89							
August 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1798.77	3527	0.51							
August 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	2130.24	3527	0.60							
August 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	620.33	1590	0.39							
August 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	2872.40	1338	2.15							
August 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	3492.73	1590	2.20							
August 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3114.02	3422	0.91							
August 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	15357.60	3565	4.32							
August 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	18471.62	7035	2.63							
August 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	5065.20	7035	0.72							
August 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6466.00	5640	1.15							
August 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	11551.20	7035	1.64							
August 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1280.39	1008	1.27							
August 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	1098.97	1006	1.05							
August 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2339.36	1009	2.32							
August 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	2708.80	6772	0.40							
August 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7578.80	13530	0.56							
August 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	10285.60	6772	1.52							
August 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	211.50	953	0.22							
August 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	562.80	2814	0.20							
August 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1292.80	953	1.36							
August 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2067.10	2199	0.72							
August 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	1583.28	2183	0.72							
August 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	42459.35	2198	20.03							
August 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	44042.63	6167	1.88							
August 2015	Pre-Ordering	PO-1XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	11593.86	6167	1.88							
August 2015	Pre-Ordering	PO-1XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	9014.39	3563	2.53							
August 2015	Pre-Ordering	PO-1XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	48123.78	5071	9.49							
August 2015	Pre-Ordering	PO-1XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25442.16	5448	4.67							
August 2015	Pre-Ordering	PO-1XML	Pre-Order Response Times (Loop Qual XML)	XML Request/Response	Diagnostic	N/A	29744.96	1568	18.97							
August 2015	Pre-Ordering	PO-1XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3575.61	697	5.13							
August 2015	Pre-Ordering	PO-1XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17211.15	5643	3.05							
August 2015	Pre-Ordering	PO-1XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2720.80	2864	0.95							
August 2015	Pre-Ordering	PO-1XML	Pre-Order Response Times (Connecting Fax Assign XML)	XML Request/Response	Diagnostic	N/A	5475.36	1342	4.08							
August 2015	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	233	233	94.12%							
August 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Reale Aggregate W/O LINE-P-POTS	Diagnostic	N/A	21	21	9.52%							
August 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	108	141	76.60%							
August 2015	Pre-Ordering	PO-2B	All Fiberoptic Eligible LSRs	LNP	Diagnostic	N/A	197	197	99.48%							
August 2015	Pre-Ordering	PO-2B	All Fiberoptic Eligible LSRs	Reale Aggregate W/O LINE-P-POTS	Diagnostic	N/A	2	2	100.00%							
August 2015	Pre-Ordering	PO-2B	All Fiberoptic Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	110	110	98.18%							
August 2015	Pre-Ordering	PO-3X	Electronic LSRs Requested Manually	Product Aggregate	Diagnostic	N/A	3230	14	2.19							
August 2015	Pre-Ordering	PO-5A-(4)	FOCs on Time for Fully Electronic LSRs	Reale Aggregate	Benchmark	95.00%	2	2	100.00%							
August 2015	Pre-Ordering	PO-5A-(6)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	99	99	100.00%							
August 2015	Pre-Ordering	PO-5B-(4)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	187	187	100.00%							
August 2015	Pre-Ordering	PO-5B-(6)	FOCs on Time for Electronic/Manual LSRs	Reale Aggregate	Benchmark	90.00%	11	11	97.56%							
August 2015	Pre-Ordering	PO-5B-(6)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	40	41	97.56%							
August 2015	Pre-Ordering	PO-5B-(6)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	33	34	97.06%							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	Modified Z Score	Penalty Score
August 2015	Pre-Ordering	PO-SD	POCs provided for ASRs requesting US Trunks.	US Trunk	Benchmark	85.00%	3	3	100.00%	0.00%	0	22	0.00%	0.00%		
August 2015	Pre-Ordering	PO-8B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	0	0	0.00%	0.00%	0	22	0.00%	0.00%		

