

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

Kent Blickensderfer
State Legislative Affairs Director



May 17, 2017

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

**Re: In the Matter of Qwest Corporation dba CenturyLink QC's PIDs and PAP Revision
Case No. PU-17-3**

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 April 2016 through April 2017; and
2. Payment Report for the month of March 2017.

Sincerely,

Kent Blickensderfer
State Legislative Affairs Director

KB/bardm

Enclosures

CERTIFICATE OF SERVICE

I hereby certify that on this 17th day of May, 2017, the foregoing Performance Results Report for the months of April 2016 through April 2017 and the Payment Report for the month of March 2017 were served upon the following party:

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

and copies sent electronically, addressed to the following:

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


Dianne Barthel



Qwest Corporation (Qwest or CTL-Q) Performance Results

North Dakota

April 2016 - April 2017

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

CenturyLink's Wholesale Website for details.

May 9, 2017

CenturyLink QC Performance Results – Current 271 PID

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Party Score
April 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Party by Design	N/A	131	131	100.00%							
April 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNE and Rese Aggregate	Diagnostic	N/A	188,388	188,388	100.00%							
April 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	120	120	100.00%							
April 2017	Billing	BI-4A	UNE and Rese Aggregate	UNE and Rese Aggregate	Party	N/A	339	339	100.00%							
April 2017	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Diagnostic	N/A	120	120	100.00%							
April 2017	Database Updates	DB-1B	All	LIB	Diagnostic	N/A	3,085,607	2,803,161	1.08							
April 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1293,70	3,460	0.37							
April 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	MACUI	Diagnostic	N/A	28,800	28,800	100.00%							
April 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	28,800	28,800	100.00%							
April 2017	Electronic Gateway Availability	GA-3	Gateway Availability - LSR	XML	Diagnostic	N/A	28,476	28,476	100.00%							
April 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EETIA	Diagnostic	N/A	41,400	41,400	100.00%							
April 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	RepagCUI	Diagnostic	N/A	40,125	40,125	100.00%							
April 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	25,500	25,500	100.00%							
April 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	EACT	Diagnostic	N/A	0	0								
April 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	ALL	Diagnostic	N/A	0	0								
April 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	0	2	0.00%							
April 2017	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%							
April 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DSL Capable	Party	N/A	16,38	6	33.33%	47.14%	1	2	50.00%	50.00%	-0.366106	-1.222577
April 2017	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/ MSA	Residence	Party	N/A	23,38	1	16.38	0.00	17004.57	189	100.37	123.56	-0.675977	-1.410965
April 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Internal Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	10,44	2	23.38	0.00						
April 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Internal Zone 2	Unbundled Loop - 2 Wire Non-loaded	Party	N/A	1,07	1	5.22	1.15						
April 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Internal Zone 2	Unbundled Loop - DSL Capable	Party	N/A	43,12	6	7.12	5.47	4.47	1	4.47	0.00	-3.320594	-3.018778
April 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Internal Zone 2	Unbundled Loop Analog	Party	N/A	47,123	32	14.44	22.29	29084.54	2	160	1.25%	-0.654987	-1.398204
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DSL Capable	Party	N/A	0	43	0.00%							
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Party	N/A	1	11,420	0.01%	0.94%	0	11,952	0.00%	11.11%		
April 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Party	N/A	1	51	1.96%	13.86%	223	15,885	1.40%	11.76%	-0.036988	-1.022487
April 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	2	745	0.27%	5.17%	2	159	1.26%	11.14%	-0.112513	-1.068403
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-loaded	Party	N/A	1	219	0.46%	6.74%	0	46	0.00%	-1.210749	-1.736083	
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DSL Capable	Party	N/A	6	619	0.97%	9.80%	2	165	1.21%	10.94%	-0.253293	-1.153976
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Party	N/A	32	4,736	0.68%	8.19%	306	28,068	1.17%	10.77%	-2.928177	-2.780205
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Party	N/A	1	1,488	0.00%	0.02%	134	176	76.14%	42.62%	-0.558267	-2.987419
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Repair Appointments Met-Disp w/ MSA	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Blockage to CTI-Q End Ctr w/ TCSR excl	Party	N/A	0	840	0.00%	0.00%						
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Trunk Block												

Modified Z Score	Partial Score
-1.609743	-1.9786
-1.338374	-1.8136
-3.709339	-3.255
-1.538093	-1.936
-0.447466	-1.27
-0.843414	-1.5127
-0.075379	-1.045
-1.554569	-1.945

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	Party
March 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	5	227	2.20%	14.68%	0	47	0.00%	7.36%	0.286347	-0.825914
March 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Party	N/A	3	637	0.47%	6.85%	1	182	0.55%	10.62%	-0.126338	-1.076807
March 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Party	N/A	38	4,782	0.70%	8.88%	301	26,408	1.14%	10.62%	-2.068991	-2.257857
March 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem OLC w/ TGSF excl	US Trunk	Party	N/A	0	1,536	0.00%	0.00%						-3
March 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End OLC w/ TGSF excl	US Trunk	Party	N/A	0	840	0.00%	0.00%						
March 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem OLC w/ TGSF excl	US Trunk	Diagnostic	N/A	0	1,536	0.00%	0.00%						
March 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End OLC w/ TGSF excl	US Trunk	Diagnostic	N/A	0	840	0.00%	0.00%						
March 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	0	1	0.00%	0.00%						
March 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	14	14	100.00%	1.00						
March 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	1	1	1.00	1.00						
March 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Party	6.00	7	1	7.00	0.00						
March 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	US Trunk	Benchmark	6.00	30	6	5.00	5.00						
March 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	US Trunk	Party	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
March 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Party	N/A	13	14	92.86%	25.75%	116	121	95.87%	19.90%	0.02917	-0.982266
March 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	NLP	Benchmark	95.00%	794	784	100.00%							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6837.00	19,820	0.35	0.35						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15473.48	12,788	1.21	1.21						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22410.48	19,820	1.13	0.76						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3193.52	4,202	0.76	0.76						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3721.18	4,202	0.89	0.89						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	737.02	1,714	0.43	0.43						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1,235.96	1,166	1.06	1.06						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	11405.64	3,819	2.99	2.99						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	8027.76	7,719	1.04	1.04						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	6542.40	5,640	1.16	1.16						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	14570.16	7,719	1.89	1.89						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2299.50	1,095	2.10	2.10						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	635.60	1,135	0.56	0.56						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2935.10	1,095	2.68	2.68						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3802.34	6,671	0.54	0.54						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7477.26	13,118	0.57	0.57						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11079.60	6,671	1.66	1.66						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	288.00	1,072	0.25	0.25						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	853.55	1,985	0.43	0.43						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	1,244.16	972	1.28	1.28						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	2365.01	1,985	1.19	1.19						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	2346.00	3,450	0.68	0.68						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	52038.72	2,736	19.02	19.02						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	54394.72	3,450	15.76	15.76						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8373.10	4,526	1.85	1.85						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	7748.67	4,479	1.73	1.73						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	67292.68	6,916	9.73	9.73						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	26232.15	6,321	4.15	4.15						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	47050.96	3,368	13.97	13.97						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3882.75	775	5.01	5.01						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	14696.64	4,776	3.14	3.14						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	3795.60	3,163	1.20	1.20						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	5626.55	1,631	3.45	3.45						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	163	224	72.77%	72.77%						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	121	3	60.00%	60.00%						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	163	144	84.03%	84.03%						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	163	164	99.39%	99.39%						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	3	3	100.00%	100.00%						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	121	124	97.58%	97.58%						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	2046	20	1.02	1.02						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	29	29	100.00%	100.00%						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Benchmark	95.00%	90	90	100.00%	100.00%						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Benchmark	95.00%	149	149	100.00%	100.00%						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Benchmark	90.00%	36	13	100.00%	100.00%						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Benchmark	90.00%	36	36	100.00%	100.00%						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Benchmark	90.00%	53	54	98.15%	98.15%						
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Benchmark	85.00%	1	1	100.00%	100.00%						

Apr 2017 PAP Aggregate Performance Report ND.XLS

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Party Score
March 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Party	N/A	1	1	100.00%	0.00%	2	14	14.29%	34.99%	-2.366432	-2.438688
February 2017	Billing	BI-2	Invoices Delivered within 10 Days	ALL	Party by Design	N/A	145	145	100.00%	0.00%						
February 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNE and Resale Aggregate	Diagnostic	N/A	197,650	197,650	100.00%							
February 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	UNE and Resale Aggregate	Diagnostic	N/A	130	130	100.00%							
February 2017	Billing	BI-4A	UNE and Resale Aggregate	UNE and Resale Aggregate	Party	N/A	416	416	100.00%	0.00%	4,093	4,110	99.59%	6.42%	-1.252604	-1.761529
February 2017	Billing	BI-4B	Reciprocal Compensation (MCU)	Reciprocal Compensation	Diagnostic	N/A	130	130	100.00%							
February 2017	Database Updates	DB-1B	All	LDB	Diagnostic	N/A	2,967,622	2,759,277	1.08							
February 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1059,79	3,610	0.29							
February 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	MACUI	Diagnostic	N/A	27,360	27,360	100.00%							
February 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	27,360	27,360	100.00%							
February 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	XML	Diagnostic	N/A	27,360	27,360	100.00%							
February 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EETA	Diagnostic	N/A	38,880	38,880	100.00%							
February 2017	Electronic Gateway Availability	GA-4	System Availability - Repair	Repair/CIU	Diagnostic	N/A	37,860	37,860	100.00%							
February 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	24,720	24,720	100.00%							
February 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
February 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0	0.00%							
February 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	3	66.67%							
February 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	7	7	100.00%	0.00%	2	3	66.67%	47.14%	-1.024695	-1.62297
February 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DSL Capable	Party	N/A	1	7	14.29%	0.00%	47	91	51.65%	49.97%	0.522956	-0.682077
February 2017	Maintenance and Repair	MR-5X	Out of Service Cleared w/ 24 hours	Business	Party	N/A	76,06	76,06	100.00%	0.00%	10,22	6,13	16.63%			
February 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	16,44	16,44	100.00%	0.00%	3	3	100.00%			
February 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DSL Capable	Party	N/A	17,59	17,59	100.00%	0.00%	28	7	2.34	0.59	15.07	5.02
February 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Party	N/A	189,52	28	6.47	4.58	24,456.00	346	70.41	2.17	-1.5662	-1.952182
February 2017	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	0	4	0.00%	0.00%	0	3	0.00%	112.54	-2.880516	-2.751229
February 2017	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	0	3	0.00%	0.00%	0	3	0.00%			
February 2017	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop - DSL Capable	Party	N/A	0	7	0.00%	0.00%	0	7	0.00%			
February 2017	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop Analog	Party	N/A	5	28	17.86%	38.30%	48	370	12.97%	33.60%	0.493286	-0.700104
February 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DSL Capable	Party	N/A	0	50	0.00%	0.00%	3	186	1.61%	12.60%	-0.803749	-1.488645
February 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Party	N/A	0	11,346	0.00%	0.00%	0	12,181	0.00%			-3
February 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Party	N/A	0	53	0.00%	0.00%	268	16,286	1.65%	12.72%	-0.940147	-1.571569
February 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Party	N/A	0	1	0.00%	0.00%	3	185	1.62%	12.63%	-0.128043	-1.077844
February 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	4	758	0.53%	7.25%	0	48	0.00%	0.00%	-0.778505	-1.473297
February 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	3	232	1.27%	11.30%	0	48	0.00%	0.00%	-0.170195	-1.103471
February 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DSL Capable	Party	N/A	7	654	1.07%	10.29%	3	191	1.57%	12.43%	-0.48026	-1.297449
February 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Party	N/A	28	4,839	0.58%	7.58%	370	26,650	1.39%	11.70%	-4.428677	-3.692444
February 2017	Network Performance	N-1A	Trunk Blockage to CTL-Q Tandem Oic w/ TOSR exci	LIS Trunk	Party	N/A	0	1,488	0.00%	0.00%	0	1,488	0.00%	0.00%		-3
February 2017	Network Performance	N-1B	Trunk Blockage to CTL-Q End Oic w/ TOSR exci	LIS Trunk	Party	N/A	0	840	0.00%	0.00%	0	840	0.00%	0.00%		
February 2017	Network Performance	N-1C	Trunk Blockage to CTL-Q Tandem Oic w/ TOSR exci	LIS Trunk	Diagnostic	N/A	0	1,586	0.03%	0.00%	0	1,586	0.03%	0.00%		
February 2017	Network Performance	N-1D	Trunk Blockage to CTL-Q End Oic w/ TOSR exci	LIS Trunk	Diagnostic	N/A	0	840	0.00%	0.00%	0	840	0.00%	0.00%		
February 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	9	9	100.00%	0.00%	1	1	100.00%			
February 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	15	18	83.33%	2.44						
February 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	22	9	2.44							
February 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	67	13	5.15							
February 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	9	9	100.00%	0.00%						
February 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Party	N/A	18	19	94.74%	22.33%	122	126	96.83%	17.53%	-0.024511	-0.1014902
February 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	164	164	100.00%							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST RESPONSE	Diagnostic	N/A	63,145	19,135	0.33							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	157,560	12,810	1.23							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST TOTAL	Diagnostic	N/A	22,070	19,135	1.15							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	32,010	4,280	0.75							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST RESPONSE	Diagnostic	N/A	37,136	4,280	0.87							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST RESPONSE	Diagnostic	N/A	738,74	1,718	0.43							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1,262,52	1,169	1.08							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST RESPONSE	Diagnostic	N/A	2,001,26	1,718	1.16							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	34,143	3,837	0.89							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST RESPONSE	Diagnostic	N/A	8,081,22	3,764	2.13							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11,496,15	3,837	3.07							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST RESPONSE	Diagnostic	N/A	8,540,74	7,982	1.00							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	64,860,00	5,640	1.15							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST RESPONSE	Diagnostic	N/A	15,026,74	7,982	1.88							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	23,919,76	1,084	2.14							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST RESPONSE	Diagnostic	N/A	678,30	1,190	0.57							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	29,980,06	1,084	2.77							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	33,990,30	6,265	0.54							

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	Party Score
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7588.00	13,550	0.56							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	10987.30	6,295	1.75							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	259.92	1,083	0.24							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	828.66	1,973	0.42							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	1264.90	973	1.30							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	2353.48	1,973	1.19							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	2519.28	3,489	0.72							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	53639.15	2,801	19.15							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	56158.43	3,499	16.05							
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8399.75	4,535	1.85							
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7748.67	4,479	1.73							
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	68191.76	6,916	9.86							
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	26127.54	6,311	4.14							
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	46713.96	3,468	13.47							
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	3981.25	775	5.15							
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	14894.00	4,760	3.15							
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Connecting Fac Assign XML)	XML Request/Response	Diagnostic	N/A	3982.58	3,246	1.23							
February 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	5612.12	1,622	3.46							
February 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O LINE-P-PTS	Diagnostic	N/A	236	305	77.38%							
February 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	158	179	88.27%							
February 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	236	237	99.58%							
February 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	158	158	100.00%							
February 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	46.11	1	46.11							
February 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	37.27	28	1.20							
February 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	8	8	100.00%							
February 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	158	158	100.00%							
February 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	211	211	100.00%							
February 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	11	11	100.00%							
February 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	24	24	100.00%							
February 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	48	48	100.00%							
February 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Party	N/A	0	3	0.00%							
January 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Party by Design	N/A	138	139	99.28%							
January 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	Unres and Resale Aggregate	Diagnostic	N/A	202.878	202.878	100.00%							
January 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Unres and Resale Aggregate	Diagnostic	N/A	1,347	1,347	100.00%							
January 2017	Billing	BI-4A	Unres and Resale Aggregate	Unres and Resale Aggregate	Party	N/A	281	281	100.00%							
January 2017	Billing	BI-4B	Reciprocal Compensation (MCOU)	Reciprocal Compensation	Diagnostic	N/A	1,123	1,123	100.00%							
January 2017	Database Updates	DB-1B	All	LDB	Diagnostic	N/A	2,689.617	2,512.227	1.07							
January 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1048.28	3,847	0.27							
January 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAUJ	Diagnostic	N/A	30,060	30,060	100.00%							
January 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,060	30,060	100.00%							
January 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	XML	Diagnostic	N/A	30,060	30,060	100.00%							
January 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EFTA	Diagnostic	N/A	42,900	42,900	100.00%							
January 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	Repair/QUI	Diagnostic	N/A	41,820	41,820	100.00%							
January 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	22,320	22,320	100.00%							
January 2017	Electronic Gateway Availability	GA-7	System Availability - ASR	EACT	Diagnostic	N/A	21,960	21,960	100.00%							
January 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	0	0								
January 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	3	66.67%							
January 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	3	3	100.00%							
January 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/ 24 hours	Business	Party	N/A	3	3	100.00%							
January 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/ 24 hours	Unbundled Loop - ADSL COMPATIBLE	Party	N/A	1	2	50.00%							
January 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - ADSL COMPATIBLE	Party	N/A	11,311	3	3.50							
January 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	3,322	3	1.07							
January 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - ADSL COMPATIBLE	Party	N/A	419.31	28	14.59							
January 2017	Maintenance and Repair	MR-7A	Repair Repeat Rpt Rate-Drop w/ MSA	Residence	Party	N/A	0	1	0.00%							
January 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	0	3	0.00%							
January 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - ADSL COMPATIBLE	Party	N/A	0	3	0.00%							
January 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - ADSL COMPATIBLE	Party	N/A	0	3	0.00%							
January 2017	Maintenance and Repair	MR-8	Repair Repeat Report Rate-Zone 2	Unbundled Loop - ADSL COMPATIBLE	Party	N/A	7	28	25.00%							
January 2017	Maintenance and Repair	MR-8	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Party	N/A	0	53	0.00%							
January 2017	Maintenance and Repair	MR-8	Trouble Rate	US Trunk	Party	N/A	0	11,248	0.00%							
January 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Party	N/A	1	54	1.85%							
January 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	0	1	0.00%							
January 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	3	803	0.37%							
January 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	0	249	0.00%							
January 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Party	N/A	3	692	0.43%							
January 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - ADSL	Party	N/A	28	5,024	0.56%							

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	Party Score
January 2017	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/ MSA	Residence	Party	N/A	0	1	0.00%	0.00%	148	209	70.81%	45.46%	0.538146	-0.67283
January 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Otc w/ TSSR excl	US Trunk	Party	N/A	0	1,536	0.01%	0.05%						-3
January 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q Tandem Otc w/ TSSR excl	US Trunk	Party	N/A	0	840	0.00%	0.00%						
January 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Otc w/ TSSR excl	US Trunk	Diagnostic	N/A	0	1,536	0.01%	0.00%						
January 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q Tandem Otc w/ TSSR excl	US Trunk	Diagnostic	N/A	0	840	0.00%	0.00%						
January 2017	Ordering and Provisioning	OP-3E	Internal Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	1	1	100.00%	0.00%						
January 2017	Ordering and Provisioning	OP-3E	Internal Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	2	2	100.00%	0.00%						
January 2017	Ordering and Provisioning	OP-3E	Internal Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	1	1	100.00%	0.00%						
January 2017	Ordering and Provisioning	OP-3E	Internal Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	15	15	100.00%	0.00%						
January 2017	Ordering and Provisioning	OP-4E	Internal Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	6.00	2	2.00							
January 2017	Ordering and Provisioning	OP-4E	Internal Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	69	15	4.60	0.00%						
January 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	US Trunk	Party	N/A	1	1	100.00%	0.00%						
January 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	2	2	100.00%	0.00%						
January 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	1	1	100.00%	0.00%						
January 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	1	1	100.00%	0.00%						
January 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	1	1	100.00%	0.00%						
January 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	16	16	100.00%	0.00%	95	99	95.96%	19.69%	-0.761547	-1.462398
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Benchmark	95.00%	433	433	100.00%	0.35						
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6846	19,561	0.35							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	15,751	13,018	1.21							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22,598	13	1.16							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3,146	4,195	0.75							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3,727	4,195	0.89							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	720	30	0.42							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1241	15	1.03							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1961	17,15	1.14							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3223	08	0.84							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8107	65	3.771	2.15						
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11,330	73	2.95							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8216	53	7.679	1.07						
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6,486	00	5.640	1.15						
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14,702	53	7.679	1.91						
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2,265	90	1.079	2.10						
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	655	05	1.191	0.55						
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2,920	95	1.079	2.71						
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3686	58	6.327	0.54						
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7878	00	13.130	0.60						
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11,564	58	6.327	1.68						
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TIN Reservation)	ACCEPT	Diagnostic	N/A	264	75	1.059	0.25						
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TIN Reservation)	REQUEST	Diagnostic	N/A	817	54	1.994	0.41						
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TIN Reservation)	RESPONSE	Diagnostic	N/A	1,237	11	9.69	1.29						
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TIN Reservation)	TOTAL	Diagnostic	N/A	2,319	40	1.994	1.16						
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2,293	41	3.423	0.67						
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	5,134	01	2.701	19.01						
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	5,369	42	3.423	15.67						
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	8412	78	4.523	1.86						
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	7814	30	4.479	1.70						
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	6,178	52	6.976	9.77						
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	2,823	76	6.311	4.16						
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	4,712	81	3.373	13.97						
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	3,863	25	7.65	5.05						
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1,505	700	4.780	3.15						
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	3,995	20	3.246	1.20						
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	5,612	12	1.822	3.46						
January 2017	Pre-Ordering	PO-2A	AI Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	172	225	76.44%							
January 2017	Pre-Ordering	PO-2A	AI Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	3	5	60.00%							
January 2017	Pre-Ordering	PO-2B	AI Flowthrough Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	155	245	63.27%							
January 2017	Pre-Ordering	PO-2B	AI Flowthrough Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	172	173	99.42%							
January 2017	Pre-Ordering	PO-2B	AI Flowthrough Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	3	3	100.00%							
January 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Unbundled Loop Aggregate	Diagnostic	N/A	155	155	100.00%							
January 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Product Aggregate	Diagnostic	N/A	9,41	17	0.34							
January 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	12	12	100.00%							
January 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	152	152	100.00%							
January 2017	Pre-Ordering	PO-5A-(d)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	161	161	100.00%							
January 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	5	5	100.00%							
January 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	90	90	100.00%							
January 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	41	41	100.00%							

	Z	Partial Score
1	0.88	-1.870
2	0.13	-1.293
3	0.23	-0.873
4	0.64	-1.460
5	0.28	-0.98
6	0.07	-0.092
7	0.02	-1.227
8	0.33	-1.113
9	0.07	-1.125
10	0.33	-1.113
11	0.03	-2.289
12	0.03	-1.498
13	0.66	-1.763
14	0.03	-2.999
15	0.51	-1.711
16	0.59	-1.043

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	Party
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14564.70	7.694	1.89							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2371.81	1.093	2.17							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	697.16	1.202	0.58							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3068.97	1.093	2.81							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3316.00	6.500	0.51							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7924.84	12.782	0.62							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11239.84	6.500	1.73							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	248.33	1.071	0.23							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	773.96	1.759	0.44							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1097.46	871	1.26							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2117.75	1.759	1.20							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2467.25	3.475	0.71							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	48167.14	2.358	18.83							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	50634.39	3.475	14.57							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8412.78	4.523	1.86							
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appl. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7300.77	4.479	1.63							
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	66721.92	6.126	9.92							
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26569.31	6.311	4.21							
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual XML)	XML Request/Response	Diagnostic	N/A	46040.56	3.368	13.67							
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15							
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15372.00	4.880	3.15							
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3680.60	3.346	1.10							
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Connecting Fac Assign XML)	XML Request/Response	Diagnostic	N/A	5266.12	1.522	3.46							
December 2016	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	150	191	78.53%							
December 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	3	8	37.50%							
December 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	105	121	86.78%							
December 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	150	152	98.68%							
December 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	3	3	100.00%							
December 2016	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	105	106	99.06%							
December 2016	Pre-Ordering	PO-3A(a)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	3	3	100.00%							
December 2016	Pre-Ordering	PO-3A(b)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	3	3	100.00%							
December 2016	Pre-Ordering	PO-3A(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	141	141	100.00%							
December 2016	Pre-Ordering	PO-3A(d)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	90.00%	2	2	100.00%							
December 2016	Pre-Ordering	PO-3B(a)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	19	19	100.00%							
December 2016	Pre-Ordering	PO-3B(b)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	31	31	100.00%							
December 2016	Pre-Ordering	PO-3B(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	14	14	100.00%							
December 2016	Pre-Ordering	PO-3D	FOCs provided for ASRs requesting US Trunks	LNP	Benchmark	85.00%	14	14	100.00%							
December 2016	Pre-Ordering	PO-4B	Unbundled Loops	Unbundled Loops and Number Portability	Party	N/A	3	5	60.00%							
November 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Party by Design	N/A	146	147	99.32%							
November 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UnES and Resale Aggregate	Diagnostic	N/A	163.382	163.382	100.00%							
November 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1.123	1.123	100.00%							
November 2016	Billing	BI-4A	UnES and Resale Aggregate	UnES and Resale Aggregate	Party	N/A	292	292	100.00%							
November 2016	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Diagnostic	N/A	1.123	1.123	100.00%							
November 2016	Database Updates	DB-1B	All	LDB	Diagnostic	N/A	3,224.472	2,868.433	1.09							
November 2016	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	901.53	4.015	0.22							
November 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	29,520	100.00%							
November 2016	Electronic Gateway Availability	GA-1	Electronic Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
November 2016	Electronic Gateway Availability	GA-1	Electronic Gateway Availability - LSR	XML	Diagnostic	N/A	29,520	29,520	100.00%							
November 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
November 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	Repair/Gui	Diagnostic	N/A	40,740	40,740	100.00%							
November 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							
November 2016	Electronic Gateway Availability	GA-7	Timely Outage Resolution After Software Releases	ALL	Diagnostic	N/A	0	0								
November 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Party	N/A	3	3	100.00%							
November 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	3	33.33%							
November 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	3	5	60.00%							
November 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	2	9	22.22%							
November 2016	Maintenance and Repair	MR-5X	Out of Service cleared w/ 24 hours	Business	Party	N/A	0	1	0.00%							
November 2016	Maintenance and Repair	MR-5X	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Party	N/A	2.15	3	0.45							
November 2016	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	30.53	3	10.18							
November 2016	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	18.04	5	3.37							
November 2016	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	76.47	9	8.32							
November 2016	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Party	N/A	239.12	30	7.58							
November 2016	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Party	N/A	0	3	0.00%							
November 2016	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	0	3	0.00%							
November 2016	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	0	5	0.00%							

Apr 2017 PAP Aggregate Performance Report ND.xls

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
November 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate Zone 2	Unbundled Loop - DSL Capable	Party	N/A	0	9	0.00%	0.00%	0	9	0.00%	0.00%	-1.354808	-1.823665
November 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate Zone 2	Unbundled Loop Analog	Party	N/A	2	30	6.67%	24.94%	57	353	16.15%	36.80%	-0.18591	-1.13025
November 2016	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DSL Capable	Party	N/A	3	62	4.84%	21.46%	9	199	4.52%	20.78%	-0.707771	-1.430294
November 2016	Maintenance and Repair	MR-8	Trouble Rate	US Trunk	Party	N/A	0	12,280	0.00%	0.00%	1	12,216	0.01%	0.90%	-1.001674	-1.608975
November 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Party	N/A	0	58	0.00%	0.00%	289	16,938	1.71%	12.95%	-1.001674	-1.608975
November 2016	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Party	N/A	0	1	0.00%	0.00%	9	198	4.55%	20.83%	-0.217669	-1.132333
November 2016	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	3	832	0.36%	5.99%	0	51	0.00%	0.00%	-0.979638	-1.595578
November 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	5	256	1.95%	13.84%	0	51	0.00%	0.00%	-0.251918	-0.846845
November 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DSL Capable	Party	N/A	9	733	1.23%	11.01%	9	204	4.41%	20.54%	-1.958632	-2.190764
November 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Party	N/A	30	5,168	0.58%	7.58%	353	27,553	1.28%	11.25%	-4.127878	-3.509571
November 2016	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Otc w/ TCSR excl	US Trunk	Party	N/A	0	1,512	0.00%	0.00%					-3	-3
November 2016	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Otc w/ TCSR excl	US Trunk	Party	N/A	0	888	0.00%	0.00%						
November 2016	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Otc w/ TCSR excl	US Trunk	Diagnostic	N/A	1	1,536	0.07%	0.00%						
November 2016	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Otc w/ TCSR excl	US Trunk	Party	N/A	0	888	0.00%	0.00%						
November 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Party	N/A	78	1	78.00	0.00	8,161	24	340.04	396.14	-0.648124	-1.394032
November 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Party	N/A	1	1	100.00%	0.00%	7	24	29.17%	45.45%	3.719016	1.261007
November 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	2	2	100.00%	0.00%	4	4	100.00%	0.00%		
November 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	7	7	100.00%	0.00%						
November 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	US Trunk	Party	N/A	36	2	18.00	0.00						
November 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	21	7	3.00							
November 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	35	7	5.00							
November 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	US Trunk	Party	N/A	2	2	100.00%	0.00%	4	4	100.00%	0.00%		
November 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	7	7	100.00%	0.00%						
November 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Party	N/A	6	7	85.71%	34.99%	141	150	94.00%	23.75%	0.318546	-0.806337
November 2016	Ordering and Provisioning	OP-6C	Number Portability Timeliness without Loop Cord	LNP	Benchmark	95.00%	168	168	100.00%							
November 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6417.18	19,446	0.33							
November 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15693.60	13,078	1.20							
November 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22110.78	19,446	1.14							
November 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Appl. Scheduler)	REQUEST	Diagnostic	N/A	3072.24	4,267	0.72							
November 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Appl. Scheduler)	TOTAL	Diagnostic	N/A	3564.94	4,267	0.84							
November 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	704.38	1,718	0.41							
November 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1314.60	1,252	1.05							
November 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2018.98	1,718	1.18							
November 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3083.67	3,807	0.81							
November 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7857.00	3,650	2.18							
November 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11040.67	3,807	2.90							
November 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	10812.59	7,351	1.09							
November 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6542.40	5,640	1.16							
November 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14554.99	7,351	1.98							
November 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Meal Point Inquiry)	REQUEST	Diagnostic	N/A	2284.37	1,093	2.09							
November 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Meal Point Inquiry)	RESPONSE	Diagnostic	N/A	603.72	1,161	0.52							
November 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Meal Point Inquiry)	TOTAL	Diagnostic	N/A	2888.09	1,093	2.64							
November 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3804.08	6,793	0.56							
November 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7014.70	12,754	0.55							
November 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	10818.78	6,793	1.59							
November 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	288.75	1,075	0.25							
November 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	731.05	1,860	0.39							
November 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1263.39	980	1.29							
November 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2263.19	1,860	1.22							
November 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	2306.04	3,494	0.66							
November 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53203.83	2,787	19.09							
November 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	55509.87	3,494	15.89							
November 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Address Validation XML)	REQUEST	Diagnostic	N/A	6593.70	4,523	1.90							
November 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Appl. Scheduler XML)	REQUEST	Diagnostic	N/A	7830.09	4,579	1.71							
November 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Facility Check XML)	REQUEST	Diagnostic	N/A	67806.72	6,976	9.72							
November 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Get CSR XML)	REQUEST	Diagnostic	N/A	26168.94	6,321	4.14							
November 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Loop Qual Tools XML)	REQUEST	Diagnostic	N/A	47050.96	3,368	13.97							
November 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Meal Point Inquiry XML)	REQUEST	Diagnostic	N/A	4011.35	785	5.11							
November 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Service Avail XML)	REQUEST	Diagnostic	N/A	15917.40	4,780	3.33							
November 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (TN Reservation XML)	REQUEST	Diagnostic	N/A	3775.20	3,146	1.20							
November 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Connecting Fac Assign XML)	REQUEST	Diagnostic	N/A	5612.12	1,622	3.46							
November 2016	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	140	193	72.54%							
November 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	1	5	20.00%							
November 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	65	93	69.89%							

Apr 2017 PAP Aggregate Performance Report ND.xls

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Party Score	
November 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	140	142	98.59%								
November 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate w/o UNE-P-POTS	Diagnostic	N/A	1	1	100.00%								
November 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	65	66	98.48%								
November 2016	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	19.13	12	1.36								
November 2016	Pre-Ordering	PO-SA-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	1	1	100.00%								
November 2016	Pre-Ordering	PO-SA-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	59	59	100.00%								
November 2016	Pre-Ordering	PO-SA-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	132	132	100.00%								
November 2016	Pre-Ordering	PO-SB-(a)	FOCs on Time for ElectronicManual LSRs	Resale Aggregate	Benchmark	90.00%	1	1	100.00%								
November 2016	Pre-Ordering	PO-SB-(b)	FOCs on Time for ElectronicManual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	29	30	96.67%								
November 2016	Pre-Ordering	PO-SB-(c)	FOCs on Time for ElectronicManual LSRs	LNP	Benchmark	90.00%	50	50	100.00%								
November 2016	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%								
November 2016	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%								
October 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Party by Design	N/A	155	156	99.36%								
October 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	169.531	169.531	100.00%								
October 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1.091	1.091	100.00%								
October 2016	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Party	N/A	385	385	100.00%								
October 2016	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Diagnostic	N/A	1.091	1.091	100.00%	0.00%	4.952	4.971	99.62%	6.17%	-1.170896	-1.711654	
October 2016	Database Updates	DB-1B	All	LDB	Diagnostic	N/A	3,218.985	3,054.365	1.05								
October 2016	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1451.15	4.307	0.34								
October 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%								
October 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,880	29,880	100.00%								
October 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	XML	Diagnostic	N/A	29,880	29,880	100.00%								
October 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840	100.00%								
October 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	RepairCUI	Diagnostic	N/A	41,565	41,565	100.00%								
October 2016	Electronic Gateway Availability	GA-7	Timely Queue Resolution after Software Releases	EXACT	Diagnostic	N/A	21,600	21,600	100.00%								
October 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Enhanced Extended Loops - DST Capable	Party	N/A	0	5	60.00%	48.99%	1	1	100.00%	0.00%	-0.430727	-1.261864	
October 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	3	9	33.33%	47.14%	1	1	100.00%	0.00%	0.253347	0.845976	
October 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DST Capable	Party	N/A	3	1	50.00%	50.00%	44	94	46.81%	49.50%	-0.089506	-1.054416	
October 2016	Maintenance and Repair	MR-5X	Out of Service cleared w/ 24 hours	Business	Party	N/A	1	2	50.00%	50.00%	2.51	1	2.51	0.00			
October 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Internal Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	18.30	5	3.42	1.33	2.51	1	2.51	0.00			
October 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Internal Zone 2	Unbundled Loop - DST Capable	Party	N/A	17.49	1	17.49	0.00							
October 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Internal Zone 2	Unbundled Loop - DST Capable	Party	N/A	63.20	9	7.02	6.58	2.51	1	2.51	0.00	0.00	-4.637804	-3.819585
October 2016	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Enhanced Extended Loops - DST Capable	Party	N/A	44.720	39	11.28	12.46	22923.08	359	63.51	66.59			
October 2016	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	0	1	0.00%	0.00%	0	1	0.00%	0.00%			
October 2016	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop - DST Capable	Party	N/A	0	9	0.00%	0.00%	0	0	0.00%	0.00%			
October 2016	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop - DST Capable	Party	N/A	4	39	10.26%	30.34%	70	383	18.28%	38.65%	-1.234657	-1.750618	
October 2016	Maintenance and Repair	MR-8	Repair Report Rate-Zone 2	Enhanced Extended Loops - DST Capable	Party	N/A	5	63	7.94%	27.03%	1	1	0.00%	7.05%	2.706863	0.645668	
October 2016	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Party	N/A	12,140	0	0.00%								
October 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Party	N/A	0	58	0.00%								
October 2016	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Party	N/A	0	1	0.00%								
October 2016	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	0	1	0.00%	3.45%	1	199	0.00%	0.00%	-0.070889	-1.043097	
October 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-loaded	Party	N/A	0	265	0.00%								
October 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DST Capable	Party	N/A	9	757	1.19%	10.84%	1	205	0.49%	6.97%	0.422828	-0.742399	
October 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Party	N/A	39	5,248	0.74%	8.59%	381	27,921	1.36%	11.60%	-3.58017	-3.16443	
October 2016	Network Performance	N-1A	Trunk Blockage to CTL-Q Tandem Ctc w/ TCSR excl	LIS Trunk	Party	N/A	0	1,536	0.00%	0.00%							
October 2016	Network Performance	N-1B	Trunk Blockage to CTL-Q End Ctc w/ TCSR excl	LIS Trunk	Party	N/A	0	888	0.00%	0.00%							
October 2016	Network Performance	N-1C	Trunk Blockage to CTL-Q Tandem Ctc w/ TCSR excl	LIS Trunk	Diagnostic	N/A	0	1,536	0.00%	0.00%							
October 2016	Network Performance	N-1D	Trunk Blockage to CTL-Q End Ctc w/ TCSR excl	LIS Trunk	Diagnostic	N/A	0	888	0.00%	0.00%							
October 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DST Capable	Party	N/A	21	1	21.00	0.00	8,083	22	367.41	381.22	-0.793795	-1.482593	
October 2016	Ordering and Provisioning	OP-15B-RD	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Party	N/A	58	1	58.00	0.00							
October 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DST Capable	Party	N/A	1	1	100.00%	0.00%							
October 2016	Ordering and Provisioning	OP-3E	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Party	N/A	1	1	100.00%	0.00%							
October 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	6	8	75.00%								
October 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-loaded	Benchmark	90.00%	1	1	100.00%								
October 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DST Capable	Party	N/A	2	2	100.00%	0.00%							
October 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	26	19	89.47%								
October 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-loaded	Benchmark	6.00	8	8	3.25								
October 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DST Capable	Benchmark	5.50	10	1	5.00								
October 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	72	14	5.14								
October 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Party	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%			
October 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	8	8	100.00%	0.00%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Party Score
October 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	1	1	100.00%	0.00%						
October 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Party	N/A	2	2	100.00%	0.00%						
October 2016	Ordering and Provisioning	OP-5C	Number Portability Timeliness without Loop Coord	Unbundled Loop Analog	Party	N/A	19	19	100.00%	0.00%						
October 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Benchmark	N/A	697	697	100.00%	0.00%						
October 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6537.96	19,812	0.33							
October 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	15899.28	12,822	1.24							
October 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	22437.24	19,812	1.13							
October 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3104.69	4,253	0.73							
October 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3614.84	4,253	0.85							
October 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	701.92	1,712	0.41							
October 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	1387.80	1,285	1.08							
October 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2089.72	1,712	1.22							
October 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3022.92	3,732	0.81							
October 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	8212.32	3,802	2.16							
October 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11235.24	3,732	3.01							
October 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8516.17	7,813	1.09							
October 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	6486.00	5,640	1.15							
October 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	15002.17	7,813	1.92							
October 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2258.88	1,086	2.08							
October 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	618.51	1,167	0.53							
October 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2877.39	1,086	2.65							
October 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3769.36	6,731	0.56							
October 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	6994.08	12,952	0.54							
October 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	10763.44	6,731	1.60							
October 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	250.47	1,089	0.23							
October 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	720.36	1,922	0.38							
October 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1285.70	989	1.30							
October 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2266.53	1,922	1.18							
October 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	53180.40	2,730	19.48							
October 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	55432.24	3,632	15.26							
October 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	8412.78	4,523	1.86							
October 2016	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	7801.30	4,589	1.70							
October 2016	Pre-Ordering	PO-1-1XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	66903.48	6,876	9.73							
October 2016	Pre-Ordering	PO-1-1XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	26127.54	6,311	4.14							
October 2016	Pre-Ordering	PO-1-1XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	49447.96	3,468	13.97							
October 2016	Pre-Ordering	PO-1-1XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	4037.60	784	5.15							
October 2016	Pre-Ordering	PO-1-1XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	16703.10	4,986	3.35							
October 2016	Pre-Ordering	PO-1-1XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	3895.20	3,246	1.20							
October 2016	Pre-Ordering	PO-1-1XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	5612.12	1,622	3.46							
October 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	167	197	84.77%							
October 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	0	3	0.00%							
October 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	108	135	80.00%							
October 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	167	167	100.00%							
October 2016	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	28.46	108	100.00%							
October 2016	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	N/A	95.00%	105	100.00%							
October 2016	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	N/A	158	158	100.00%							
October 2016	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	N/A	90.00%	25	96.15%							
October 2016	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	N/A	25	25	100.00%							
October 2016	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	N/A	3	3	100.00%							
October 2016	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Party	N/A	0	4	0.00%							
September 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Party by Design	N/A	167	168	99.40%	0.00%	1	7	14.29%	34.99%	-0.348756	-1.212028
September 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	170.969	171.073	99.94%							
September 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,049	1,049	100.00%							
September 2016	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Party	N/A	327	328	99.70%	5.51%	5,241	5,257	99.70%	5.51%	-0.366881	-1.223048
September 2016	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Diagnostic	N/A	1,049	1,049	100.00%							
September 2016	Databases Updates	DB-1B	All	UDB	Diagnostic	N/A	3,604.684	3,454.654	1.04							
September 2016	Databases Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	866.77	4,244	0.20							
September 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	MAUI	Diagnostic	N/A	29,520	29,520	100.00%							
September 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
September 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	29,520	29,520	100.00%							
September 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,760	41,760	100.00%							
September 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	40,740	40,740	100.00%							
September 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							

Apr 2017 PAP Aggregate Performance Report ND.xls

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	Modified Z Score	Party
September 2016	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
September 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	LIS Trunk	Party	N/A	1	2	50.00%	50.00%						
September 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	3	6	50.00%							
September 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - DSL Capable	Party	N/A	3	12	25.00%	43.30%						
September 2016	Maintenance and Repair	MR-4X	Out of Service Cleared w/ 24 hours	Business	Party	N/A	0	1	0.00%	0.00%						
September 2016	Maintenance and Repair	MR-4A	Mean Time to Restore-Disp w/ MSA	Residence	Party	N/A	92.26	1	92.26%	0.00	20321.17	28				
September 2016	Maintenance and Repair	MR-4E	Mean Time to Restore Internal Zone 2	LIS Trunk	Party	N/A	68.54	2	34.27	43.08						
September 2016	Maintenance and Repair	MR-4E	Mean Time to Restore Internal Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	107.22	6	17.54	17.58						
September 2016	Maintenance and Repair	MR-4E	Mean Time to Restore Internal Zone 2	UNBUNDLED LOOP - DSL Capable	Party	N/A	90.33	12	7.33	4.42	7.53	2	3.57	0.40	1.425544	-0.133331
September 2016	Maintenance and Repair	MR-7A	Mean Time to Restore Internal Zone 2	UNBUNDLED LOOP - DSL Capable	Party	N/A	174.50	31	5.38	4.42	27509.07	386	71.16	74.19	-4.750722	-3.876075
September 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Disp w/ MSA	Residence	Party	N/A	0	1	0.00%	0.00%	44	279	15.77%	36.45%	-0.431932	-1.262596
September 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Party	N/A	0	2	0.00%	0.00%						
September 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	0	6	0.00%	0.00%						
September 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - DSL Capable	Party	N/A	1	12	8.33%	27.64%	58	407	14.25%	34.96%	-1.662699	-2.029088
September 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - DSL Capable	Party	N/A	1	31	3.23%	17.67%						
September 2016	Maintenance and Repair	MR-3	Trouble Rate	Enhanced Extended Loops - DSL Capable	Party	N/A	0	67	0.00%							
September 2016	Maintenance and Repair	MR-4	Trouble Rate	LIS Trunk	Party	N/A	2	12.068	0.02%	1.29%	0	2	0.00%	13.58%	-0.087113	-1.052361
September 2016	Maintenance and Repair	MR-4	Trouble Rate	Residence	Party	N/A	1	58	1.72%	13.02%	327	17.386	1.88%	9.83%	-0.090171	-0.052361
September 2016	Maintenance and Repair	MR-4	Trouble Rate	SUB-LOOP UNBUNDLING	Party	N/A	0	1	0.00%							
September 2016	Maintenance and Repair	MR-3	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	6	834	0.72%	8.45%	0	57	0.00%	-0.444839	-1.270443	
September 2016	Maintenance and Repair	MR-3	Trouble Rate	UNBUNDLED LOOP - 2 Wire Non-Loaded	Party	N/A	0	270	0.00%							
September 2016	Maintenance and Repair	MR-3	Trouble Rate	UNBUNDLED LOOP - DSL Capable	Party	N/A	12	769	1.56%	12.39%	2	211	0.95%	9.69%	0.276868	-0.831665
September 2016	Maintenance and Repair	MR-3	Trouble Rate	UNBUNDLED LOOP - DSL Capable	Party	N/A	31	5.336	0.58%	7.60%	407	28.241	1.44%	11.92%	-4.835321	-3.939666
September 2016	Maintenance and Repair	MR-4A	Repair Appointments Max-Disp w/ MSA	Residence	Party	N/A	1	1	100.00%	0.00%	195	279	69.89%	45.87%	-0.655157	-1.398307
September 2016	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Oic w/ TCSR exci	LIS Trunk	Party	N/A	0	1.536	0.00%	0.00%						
September 2016	Network Performance	NI-1B	Trunk Blockage to CTL-Q Tandem Oic w/ TCSR exci	LIS Trunk	Party	N/A	0	888	0.00%	0.00%						
September 2016	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Oic w/ TCSR exci	LIS Trunk	Diagnostic	N/A	0	1.536	0.00%	0.00%						
September 2016	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Oic w/ TCSR exci	LIS Trunk	Diagnostic	N/A	0	888	0.00%	0.00%						
September 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	UNBUNDLED Loop Analog	Party	N/A	37	1	37.00	0.00	7.666	29	264.34	358.06	-0.624259	-1.379522
September 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	UNBUNDLED Loop Analog	Party	N/A	1	1	100.00%	0.00%	9	29	31.03%	46.26%	3.719016	1.261001
September 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	1	7	100.00%							
September 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - 2 Wire Non-Loaded	Benchmark	90.00%	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - DSL Capable	Party	N/A	1	1	100.00%							
September 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED Loop Analog	Benchmark	90.00%	26	26	100.00%							
September 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	21	7	3.00							
September 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED Loop - DSL Capable	Benchmark	5.50	4	1	4.00							
September 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED Loop Analog	Benchmark	6.00	30	6	5.00							
September 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	7	7	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - 2 Wire Non-Loaded	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop Analog	Party	N/A	26	26	100.00%	0.00%	154	159	96.86%	17.45%	-0.851773	-1.517841
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop Analog	Party	N/A	26	26	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop - DSL Capable	Party	N/A	1	1	100.00							

Apr 2017 PAP Aggregate Performance Report ND.xls

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Party
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2140.98	1.899	1.13							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2578.01	3.631	0.71							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53737.32	2.812	19.11							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Validation XML)	TOTAL	Diagnostic	N/A	56315.33	3.631	15.51							
September 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appl. Schedule XML)	XML Request/Response	Diagnostic	N/A	6597.50	4.525	1.90							
September 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7777.38	4.602	1.69							
September 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	67038.84	6.897	9.72							
September 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	26711.25	6.375	4.19							
September 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47873.10	3.586	13.35							
September 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meal Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3959.20	784	5.05							
September 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15150.72	4.856	3.12							
September 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3940.97	3.257	1.21							
September 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assign XML)	XML Request/Response	Diagnostic	N/A	5619.04	1.624	3.46							
September 2016	Pre-Ordering	PO-2A	AI Electronic LSRs	LNP	Diagnostic	N/A	163	210	77.62%							
September 2016	Pre-Ordering	PO-2A	AI Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	8	25.00%							
September 2016	Pre-Ordering	PO-2A	AI Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	79	129	61.24%							
September 2016	Pre-Ordering	PO-2B	AI Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	163	167	97.60%							
September 2016	Pre-Ordering	PO-2B	AI Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	2	2	100.00%							
September 2016	Pre-Ordering	PO-2B	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	79	79	100.00%							
September 2016	Pre-Ordering	PO-3C	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	40.38	3	13.33							
September 2016	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Resale Aggregate	Diagnostic	N/A	41.30	21	1.59							
September 2016	Pre-Ordering	PO-5A(a)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	1	1	100.00%							
September 2016	Pre-Ordering	PO-5A(b)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	155	155	100.00%							
September 2016	Pre-Ordering	PO-5A(c)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	3	3	100.00%							
September 2016	Pre-Ordering	PO-5B(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	53	53	100.00%							
September 2016	Pre-Ordering	PO-5B(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	41	42	97.62%							
September 2016	Pre-Ordering	PO-5B(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	2	2	100.00%							
September 2016	Pre-Ordering	PO-5C(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	85.00%	1	1	100.00%							
September 2016	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks	LIS Trunk	Benchmark	N/A	139	140	99.29%							
August 2016	Billing	BI-2	Invoices Delivered within 10 Days	UNES and Resale Aggregate	Party by Design	N/A	176.957	176.957	100.00%							
August 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	905	905	100.00%							
August 2016	Billing	BI-4A	UNES and Resale Aggregate	UNES and Resale Aggregate	Party	N/A	346	346	100.00%							
August 2016	Billing	BI-4B	Reciprocal Compensation (MCO)	Reciprocal Compensation	Diagnostic	N/A	905	905	100.00%							
August 2016	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	1	1	100.00%							
August 2016	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,278.833	3,123.237	1.05							
August 2016	Database Updates	DB-1C-1	Gateway Availability - LSR	Directory Listing	Diagnostic	N/A	1016.66	4.997	0.20							
August 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30.600	30.600	100.00%							
August 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30.600	30.600	100.00%							
August 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	XML	Diagnostic	N/A	43.200	43.200	100.00%							
August 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTIA	Diagnostic	N/A	42.180	42.180	100.00%							
August 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	RepairGUI	Diagnostic	N/A	22.860	22.860	100.00%							
August 2016	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	EXACT	Diagnostic	N/A	0	0								
August 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Party	N/A	1	2	50.00%							
August 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	3	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	N/A	2	2	100.00%							
August 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	4	9	44.44%							
August 2016	Maintenance and Repair	MR-5X	Out of Service cleared w/ 24 hours	Business	Party	N/A	1	1	100.00%							
August 2016	Maintenance and Repair	MR-5X	Out of Service cleared w/ 24 hours	SUB-LOOP UNBUNDLING	Party	N/A	0	1	0.00%							
August 2016	Maintenance and Repair	MR-6B	Mean Time to Restore Interval Zone 2	Residence	Party	N/A	7.06	1	0.00%							
August 2016	Maintenance and Repair	MR-6C	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Party	N/A	120.04	1	7.06							
August 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	SUB-LOOP UNBUNDLING	Party	N/A	13.27	2	6.43							
August 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	8.11	3	2.44							
August 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	7.21	2	3.40							
August 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	47.48	9	5.19							
August 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Party	N/A	764.14	49	15.36							
August 2016	Maintenance and Repair	MR-7B	Repair Report Rate-Drop out MSA	Residence	Party	N/A	0	1	0.00%							
August 2016	Maintenance and Repair	MR-7C	Repair Report Rate-no dispatch	SUB-LOOP UNBUNDLING	Party	N/A	0	1	0.00%							
August 2016	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Party	N/A	0	2	0.00%							
August 2016	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	0	3	0.00%							
August 2016	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	0	2	0.00%							
August 2016	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	9	9	111.11%							
August 2016	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop Analog	Party	N/A	9	49	18.37%							
August 2016	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Party	N/A	2	69	2.90%							

Apr 2017 PAP Aggregate Performance Report ND.XIS

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	Party Score
August 2016	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Party	N/A	0	12,068	0.00%		0	12,960	0.00%		-0.057802	-1.035141
August 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Party	N/A	1	57	1.75%	13.13%	328	17,654	1.66%	13.50%	2.163864	0.327565
August 2016	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Party	N/A	1	1	100.00%	0.00%	2	206	0.97%	9.81%	-0.916452	-1.557163
August 2016	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	3	836	0.36%	5.98%	0	57	0.00%	0.00%	-0.511951	-1.311244
August 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	2	287	0.70%	8.32%	0	57	0.00%	0.00%	-0.178625	-1.108779
August 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DSL Capable	Party	N/A	9	779	1.16%	10.69%	2	212	0.94%	11.75%	-2.859457	-2.738427
August 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Party	N/A	49	5,427	0.90%	9.46%	401	28,636	1.40%	11.75%	-2.859457	-2.738427
August 2016	Maintenance and Repair	MR-8B	Repair Appointments Made-Drop out MSA	Residence	Party	N/A	0	1	0.00%	0.00%	31	43	72.09%	44.85%	0.537519	-0.673212
August 2016	Maintenance and Repair	MR-1A	Trunk Blockage to CTL-Q Tandem Oic w/ TGSR excl	LIS Trunk	Party	N/A	0	1,512	0.00%	0.00%	0				-3	-3
August 2016	Maintenance and Repair	MR-1B	Trunk Blockage to CTL-Q End Oic w/ TGSR excl	LIS Trunk	Party	N/A	0	888	0.00%	0.00%	0					
August 2016	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Oic w/ TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,536	0.03%	0.00%	0					
August 2016	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Oic w/ TGSR excl	LIS Trunk	Diagnostic	N/A	0	888	0.00%	0.00%	0					
August 2016	Network Performance	OP-15A	Internal for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Party	N/A	16	1	16.00	0.00	8,368	33	253.58	336.55	-0.695464	-1.422812
August 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Party	N/A	6,722	1	100.00%	0.00%	9	33	27.27%	44.54%	3.719016	1.261001
August 2016	Ordering and Provisioning	OP-3E	Internal Zone 2 Areas	LIS Trunk	Party	N/A	2	2	100.00%	0.00%	3	3	100.00%	0.00%		
August 2016	Ordering and Provisioning	OP-3E	Internal Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	N/A	1	1	100.00%	0.00%	0	1	0.00%	0.00%		
August 2016	Ordering and Provisioning	OP-3E	Internal Zone 2 Areas	Unbundled Loop - DSL Capable	Party	N/A	2	2	100.00%	0.00%	2	2	100.00%	0.00%		
August 2016	Ordering and Provisioning	OP-3E	Internal Zone 2 Areas	Unbundled Loop Analog	Benchmark	N/A	34	36	94.44%							
August 2016	Ordering and Provisioning	OP-4E	Internal Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	3	3	100.00%	0.00%	3	3	100.00%	0.00%		
August 2016	Ordering and Provisioning	OP-4E	Internal Zone 2 Areas	Unbundled Loop - DSL Capable	Benchmark	5.50	10	2	5.00							
August 2016	Ordering and Provisioning	OP-4E	Internal Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	180	36	5.00							
August 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Party	N/A	3	3	100.00%	0.00%	3	3	100.00%	0.00%		
August 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
August 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DSL Capable	Party	N/A	2	2	100.00%	0.00%	1	1	100.00%	0.00%		
August 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Benchmark	55.00%	458	458	100.00%	0.00%	208	212	98.11%	13.61%	-0.778337	-1.473195
August 2016	Pre-Ordering	PO-1-IMA GUI	Number Portability Timeliness without Loop Coord	REQUEST	Diagnostic	N/A	6614.36	19,454	0.34							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15586.80	12,989	1.20							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22201.16	19,454	1.14							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appl. Scheduler)	REQUEST	Diagnostic	N/A	3232.46	4,198	0.77							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appl. Scheduler)	TOTAL	Diagnostic	N/A	3698.18	4,198	0.88							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	747.18	1,179	0.42							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1251.60	1,192	1.05							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1998.78	1,779	1.12							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3310.75	3,895	0.85							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8013.78	3,788	2.11							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11324.53	3,695	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 (Meal Port Inquiry)	REQUEST	Diagnostic	N/A	2308.68	1,089	2.12							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meal Port Inquiry)	RESPONSE	Diagnostic	N/A	669.20	1,195	0.56							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meal Port 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	7514.22	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)	REQUEST	Diagnostic	N/A	263.76	1,099	0.24							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	812.21	1,981	0.41							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	1265.92	989	1.28							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	2341.89	1,981	1.18							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	2571.06	3,522	0.73							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	5258.95	2,759	1.905							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	55130.01	3,522	15.65							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation XML)	RESPONSE	Diagnostic	N/A	8418.64	4,478	1.88							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appl. Scheduler XML)	REQUEST	Diagnostic	N/A	7903.40	4,595	1.72							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check XML)	RESPONSE	Diagnostic	N/A	68191.55	6,923	9.85							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR XML)	REQUEST	Diagnostic	N/A	26466.99	6,347	4.17							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools XML)	RESPONSE	Diagnostic	N/A	47038.63	3,487	13.49							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meal Port Inquiry XML)	REQUEST	Diagnostic	N/A	3937.00	775	5.08							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability XML)	RESPONSE	Diagnostic	N/A	15141.08	4,822	3.14							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation XML)	REQUEST	Diagnostic	N/A	3775.20	3,146	1.20							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Connecting Fac. Assign XML)	RESPONSE	Diagnostic	N/A	5605.20	1,620	3.46							
August 2016	Pre-Ordering	PO-2A	AI Electronic USRS	LNP	Diagnostic	N/A	201	256	78.52%							
August 2016	Pre-Ordering	PO-2A	AI Electronic USRS	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	3	11	27.27%							
August 2016	Pre-Ordering	PO-2A	AI Electronic USRS	Unbundled Loop Aggregate	Diagnostic	N/A	82	156	52.56%							

Apr 2017 PAP Aggregate Performance Report ND.xls

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Party Score	
August 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	201	201	100.00%								
August 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate w/o UNE-P-PTS	Diagnostic	N/A	3	3	100.00%								
August 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	82	82	100.00%								
August 2016	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	22-48	20	1.08								
August 2016	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	3	3	100.00%								
August 2016	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	76	76	100.00%								
August 2016	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	188	188	100.00%								
August 2016	Pre-Ordering	PO-5B-(a)	FOCs on Time for ElectronicManual LSRs	Resale Aggregate	Benchmark	90.00%	7	7	100.00%								
August 2016	Pre-Ordering	PO-5B-(b)	FOCs on Time for ElectronicManual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	76	76	100.00%								
August 2016	Pre-Ordering	PO-5B-(c)	FOCs on Time for ElectronicManual LSRs	LNP	Benchmark	90.00%	41	41	100.00%								
August 2016	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Party	N/A	0	3	0.00%								
July 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Party by Design	N/A	176	176	100.00%			1	16	6.25%	-1.003148	-1.609871	
July 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	172.053	172.053	100.00%								
July 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	778	778	100.00%								
July 2016	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Party	N/A	282	283	99.65%	5.93%	4.477	4.507	99.33%	8.13%	-0.62667	-1.380988	
July 2016	Billing	BI-4B	Reciprocal Compensation (MCU)	Reciprocal Compensation	Diagnostic	N/A	778	778	100.00%								
July 2016	Databases Updates	DB-1B	All	LDB	Diagnostic	N/A	3,148,839	2,993,806	1.05								
July 2016	Databases Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	738.07	3,753	0.20								
July 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%								
July 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,880	29,880	100.00%								
July 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	XML	Diagnostic	N/A	29,880	29,880	100.00%								
July 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840	100.00%								
July 2016	Electronic Gateway Availability	GA-4	System Availability - Repair	RepairGUI	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 - DSL Capable	Party	N/A	1	1	100.00%	0.00%	2	3	66.67%	47.14%	-0.612372	-1.372296	
July 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	8	12	66.67%								
July 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	4	25.00%								
July 2016	Maintenance and Repair	MR-5X	Out of Service Cleared w/ 24 hours	Business	Party	N/A	10	18	55.56%	49.69%	2	3	66.67%	47.14%	-0.284614	-1.173033	
July 2016	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DSL Capable	Party	N/A	1	5	20.00%	40.00%	119	186	63.98%	48.01%	1.518019	-0.07711	
July 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	119	1	1.19	0.00	9.43	2	4.51	3.34	-0.809813	-1.492331	
July 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	51.34	12	4.18								
July 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DSL Capable	Party	N/A	152.13	4	38.03	40.31	9.43	2	4.51	3.34	-0.19678	-1.119634	
July 2016	Maintenance and Repair	MR-7E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DSL Capable	Party	N/A	671.44	70	9.36	14.51	37352.15	608	61.26	97.51	-4.19715	-3.551666	
July 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	0	12	0.00%	0.00%	0	3	0.00%	0.00%			
July 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	1	4	25.00%	43.30%	0	3	0.00%	0.00%	0.406724	-0.752729	
July 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DSL Capable	Party	N/A	6	18	33.33%	47.14%	0						
July 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DSL Capable	Party	N/A	4	70	5.71%	23.21%	71	640	11.09%	31.41%	-1.350641	-1.827211	
July 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DSL Capable	Party	N/A	1	69	1.45%	11.95%	3	208	1.44%	11.92%	-0.479945	-1.291786	
July 2016	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Party	N/A	0	11,684	0.00%			0	12,912	0.00%			
July 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Party	N/A	0	59	0.00%			440	17,868	2.46%	15.50%	-1.219464	-1.740774
July 2016	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Party	N/A	0	1	0.00%			3	208	1.44%	11.92%	-0.120682	-1.073369
July 2016	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	12	838	1.43%	11.88%	0	57	0.00%	0.00%	0.121357	-0.928622	
July 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	4	295	1.36%	11.57%	0	57	0.00%	0.00%	0.020874	-0.98731	
July 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DSL Capable	Party	N/A	18	792	2.27%	14.50%	3	214	1.40%	11.76%	0.480954	-0.707601	
July 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DSL Capable	Party	N/A	70	5,462	1.28%	11.25%	640	28,992	2.21%	14.69%	-4.272348	-3.697403	
July 2016	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Oic w/ TSSR excl	LIS Trunk	Party	N/A	0	1,392	0.00%	0.00%							
July 2016	Network Performance	NI-1B	Trunk Blockage to CTL-Q Tandem Oic w/ TSSR excl	LIS Trunk	Party	N/A	0	888	0.00%	0.00%							
July 2016	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Oic w/ TSSR excl	LIS Trunk	Diagnostic	N/A	0	1,392	0.00%	0.00%							
July 2016	Network Performance	NI-1D	Trunk Blockage to CTL-Q Tandem Oic w/ TSSR excl	LIS Trunk	Diagnostic	N/A	0	888	0.00%	0.00%							
July 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Party	N/A	349	3	116.33	37.53	8,199	34	241.15	319.13	-0.648381	-1.394785	
July 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Party	N/A	3	3	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 - ADSL COMPATIBLE	Benchmark	90.00%	8	8	100.00%								
July 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DSL Capable	Party	N/A	8	9	88.89%	31.43%							
July 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	9	10	90.00%								
July 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	6	2	3.00								
July 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DSL Capable	Benchmark	5.50	18	2	9.00								
July 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	51	10	5.10								
July 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	8	8	100.00%	0.00%							
July 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DSL Capable	Party	N/A	9	9	100.00%	0.00%							
July 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Party	N/A	9	9	100.00%	0.00%	142	147	96.60%	18.13%	0.437949	-0.733746	
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6405.96	19,412	0.33								

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	Party
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE TOTAL	Diagnostic	N/A	15570.00	12.975	1.20							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST TOTAL	Diagnostic	N/A	21975.96	19.412	1.13							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST TOTAL	Diagnostic	N/A	3288.48	4.216	0.78							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST TOTAL	Diagnostic	N/A	3876.63	4.216	0.92							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST TOTAL	Diagnostic	N/A	701.51	1.711	0.41							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST TOTAL	Diagnostic	N/A	1320.90	1.295	1.02							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST TOTAL	Diagnostic	N/A	2022.41	1.711	1.18							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST TOTAL	Diagnostic	N/A	3120.92	3.806	0.82							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST TOTAL	Diagnostic	N/A	8219.67	3.859	2.13							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST TOTAL	Diagnostic	N/A	11340.59	3.806	2.98							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST TOTAL	Diagnostic	N/A	8049.60	7.740	1.04							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST TOTAL	Diagnostic	N/A	6993.64	5.882	1.17							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST TOTAL	Diagnostic	N/A	14843.24	7.740	1.93							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST TOTAL	Diagnostic	N/A	2305.80	1.098	2.10							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST TOTAL	Diagnostic	N/A	630.18	1.167	0.54							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST TOTAL	Diagnostic	N/A	2935.98	1.098	2.67							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST TOTAL	Diagnostic	N/A	3619.62	6.703	0.54							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST TOTAL	Diagnostic	N/A	7515.64	12.958	0.58							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST TOTAL	Diagnostic	N/A	11135.26	6.703	1.66							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT TOTAL	Diagnostic	N/A	240.46	1.093	0.22							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST TOTAL	Diagnostic	N/A	794.00	1.985	0.40							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST TOTAL	Diagnostic	N/A	1214.12	9.86	1.27							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST TOTAL	Diagnostic	N/A	2248.58	1.985	1.13							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST TOTAL	Diagnostic	N/A	2336.29	3.487	0.67							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST TOTAL	Diagnostic	N/A	52296.51	2.751	19.01							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST TOTAL	Diagnostic	N/A	54632.80	3.487	15.67							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation XML)	REQUEST TOTAL	Diagnostic	N/A	8584.20	4.518	1.90							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler XML)	REQUEST TOTAL	Diagnostic	N/A	7801.30	4.589	1.70							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check XML)	REQUEST TOTAL	Diagnostic	N/A	67213.80	6.915	9.72							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR XML)	REQUEST TOTAL	Diagnostic	N/A	26312.00	6.325	4.16							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools XML)	REQUEST TOTAL	Diagnostic	N/A	46948.20	3.380	13.89							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry XML)	REQUEST TOTAL	Diagnostic	N/A	3907.80	7.890	5.01							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Avail XML)	REQUEST TOTAL	Diagnostic	N/A	15294.88	4.899	3.12							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation XML)	REQUEST TOTAL	Diagnostic	N/A	3862.80	3.219	1.20							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Connecting Fac Assign XML)	REQUEST TOTAL	Diagnostic	N/A	5632.88	1.628	3.46							
July 2016	Pre-Ordering	PO-2A	AI Electronic LSRs	LNP	Diagnostic	N/A	125	177	70.62%							
July 2016	Pre-Ordering	PO-2A	AI Electronic LSRs	Resale Aggregate W/O UNE-POTS	Diagnostic	N/A	5	9	55.56%							
July 2016	Pre-Ordering	PO-2A	AI Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	52	75	69.33%							
July 2016	Pre-Ordering	PO-2B	AI Flow-through Eligible LSRs	LNP	Diagnostic	N/A	125	127	98.43%							
July 2016	Pre-Ordering	PO-2B	AI Flow-through Eligible LSRs	Resale Aggregate W/O UNE-POTS	Diagnostic	N/A	125	127	98.43%							
July 2016	Pre-Ordering	PO-2B	AI Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	52	52	100.00%							
July 2016	Pre-Ordering	PO-3X	AI Flow-through Eligible LSRs	Product Aggregate	Diagnostic	N/A	14.51	11	1.21							
July 2016	Pre-Ordering	PO-5A-(a)	Electronic LSRs Rejected Manually	Resale Aggregate	Diagnostic	N/A	4	4	100.00%							
July 2016	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	47	47	100.00%							
July 2016	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	117	117	100.00%							
July 2016	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1	1	100.00%							
July 2016	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	24	24	100.00%							
July 2016	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	38	38	100.00%							
July 2016	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks	LNP	Benchmark	85.00%	7	7	100.00%							
July 2016	Pre-Ordering	PO-9B	Unbundled Loops	LNP	Parity	N/A	1	2	50.00%							
June 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	149	149	100.00%							
June 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	177.330	177.330	100.00%							
June 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	737	737	100.00%							
June 2016	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	273	273	100.00%							
June 2016	Billing	BI-4B	Reciprocal Compensation (MOU)	UNEs and Resale Aggregate	Parity	N/A	737	737	100.00%							
June 2016	Database Updates	DB-1B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Diagnostic	N/A	3,210.363	3,071.398	1.05							
June 2016	Database Updates	DB-1C-1	All	LDR	Diagnostic	N/A	933.45	4.485	0.21							
June 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	29,520	100.00%							
June 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
June 2016	Electronic Gateway Availability	GA-3	Gateway Availability - LSR	XML	Diagnostic	N/A	29,480	29,520	99.86%							
June 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
June 2016	Electronic Gateway Availability	GA-4	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%							
June 2016	Electronic Gateway Availability	GA-7	System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							
June 2016	Electronic Gateway Availability	GA-7	Timely Outage Resolution After Software Releases	ALL	Diagnostic	N/A	0	0	100.00%							
June 2016	Maintenance and Repair	MR-8B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	3	3	100.00%							

Apr 2017 PAP Aggregate Performance Report ND.xls

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Party Score
June 2016	Maintenance and Repair	MR-SB	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	8	9	88.89%	49.61%	0	2	0.00%	0.00%	0.088536	-0.946174
June 2016	Maintenance and Repair	MR-SB	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	9	16	56.25%	47.14%	44	83	53.01%	49.91%	-0.613673	-1.373087
June 2016	Maintenance and Repair	MR-SX	Out of Service cleared w/ 24 hours	Business	Party	N/A	1	3	33.33%	0.00	17262.59	316	54.38	55.37	-0.613673	-1.373087
June 2016	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/ MSA	Residence	Party	N/A	20.27	1	20.27	0.00	17262.59	316	54.38	55.37	-0.613673	-1.373087
June 2016	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	49.24	1	49.24	0.00	3178.16	49	64.52	98.18	-0.155721	-1.054672
June 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	6.46	3	2.15	0.39						
June 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	20.17	9	2.15	2.14						
June 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	90.58	16	5.41	4.21	11.26	2	5.43	2.17	-0.018223	-1.011079
June 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	525.46	45	11.41	21.47	24501.20	458	53.30	67.35	-3.960288	-3.407684
June 2016	Maintenance and Repair	MR-7A	Repair Repeat Rpt Rate-Disp w/ MSA	Residence	Party	N/A	0	1	0.00%	0.00%	55	325	16.92%	37.50%	-0.450643	-1.273971
June 2016	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	0	3	0.00%	0.00%	9	50	18.00%	38.42%	-0.463905	-1.282034
June 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	1	9	11.11%	31.43%						
June 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	4	16	25.00%	43.30%	2	2	100.00%	0.00%	-1.028124	-1.625055
June 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Party	N/A	5	45	11.11%	31.43%	82	478	17.15%	37.70%	-0.731561	-1.444157
June 2016	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Party	N/A	0	75	0.00%	0.00%	2	208	0.96%	9.76%	-0.363391	-0.779074
June 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Party	N/A	0	11,694	0.00%	18.10%	385	18,139	2.12%	14.41%	-0.318484	-1.193624
June 2016	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Party	N/A	0	59	0.00%	0.00%	2	208	0.96%	9.76%	-0.919317	-1.558905
June 2016	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	3	840	0.36%	5.97%	0	57	0.00%	0.00%	0.871079	-0.503251
June 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	9	302	2.98%	17.00%	0	57	0.00%	0.00%	0.713164	-0.566427
June 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Party	N/A	16	808	1.98%	13.93%	2	214	0.93%	12.65%	-4.350605	-3.645162
June 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Party	N/A	45	5,497	0.82%	9.01%	478	29,366	1.63%	43.26%	-0.575282	-1.349746
June 2016	Maintenance and Repair	MR-9A	Repair Appointments Made-Disp w/ MSA	Residence	Party	N/A	1	1	100.00%	0.00%	244	325	75.08%	49.38%	0.172881	-0.894966
June 2016	Maintenance and Repair	MR-9B	Repair Appointments Made-Disp out MSA	Residence	Party	N/A	0	1	0.00%	0.00%	29	50	58.00%	49.38%	0.172881	-0.894966
June 2016	Network Performance	N-1A	Trunk Blockage to CT-LQ-Tandem Otc w/ TCSR excl	Residence	Party	N/A	0	1,392	0.00%	0.00%	0					-3
June 2016	Network Performance	N-1B	Trunk Blockage to CT-LQ-End Otc w/ TCSR excl	Residence	Party	N/A	0	888	0.00%	0.00%	0					-3
June 2016	Network Performance	N-1C	Trunk Blockage to CT-LQ-Tandem Otc w/ TCSR excl	Residence	Party	N/A	0	1,392	0.00%	0.00%	0					-3
June 2016	Network Performance	N-1D	Trunk Blockage to CT-LQ-End Otc w/ TCSR excl	Residence	Party	N/A	0	888	0.00%	0.00%	0					-3
June 2016	Network Performance	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Party	N/A	289	3	96.33	37.53	7,547	30	251.57	324.30	-0.790509	-1.480595
June 2016	Network Performance	OP-15B	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Party	N/A	1	3	100.00%	0.00%	12	30	40.00%	48.99%	3.719016	1.261001
June 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
June 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Party	N/A	1	1	100.00%	0.00%						
June 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	N/A	2	2	100.00%	0.00%						
June 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	N/A	13	13	100.00%	0.00%						
June 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Party	N/A	2	2	100.00%	0.00%						
June 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	N/A	14	15	93.33%	0.00%						
June 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	N/A	6	2	3.00							
June 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	N/A	39	13	3.00							
June 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	N/A	5.50	1	4.00							
June 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	N/A	76	15	5.07							
June 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Party	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
June 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	2	3	66.67%	47.14%						
June 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	13	13	100.00%	0.00%						
June 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Party	N/A	2	2	100.00%	0.00%						
June 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Party	N/A	14	15	93.33%	24.94%	160	169	94.67%	22.45%	-0.207673	-1.126256
June 2016	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	N/A	900	900	100.00%							
June 2016	Ordering and Provisioning	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6593.28	19,392	0.34							
June 2016	Ordering and Provisioning	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15621.10	12,910	1.21							
June 2016	Ordering and Provisioning	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	2222.438	19,392	1.15							
June 2016	Ordering and Provisioning	PO-1-IMA GUI	Pre-Order Response Times (Appt. Schedule)	REQUEST	Diagnostic	N/A	3135.35	4,295	0.73							
June 2016	Ordering and Provisioning	PO-1-IMA GUI	Pre-Order Response Times (Appt. Schedule)	TOTAL	Diagnostic	N/A	3601.79	4,295	0.84							
June 2016	Ordering and Provisioning	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	748.66	1,783	0.42							
June 2016	Ordering and Provisioning	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1313.96	1,228	1.07							
June 2016	Ordering and Provisioning	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2062.82	1,783	1.16							
June 2016	Ordering and Provisioning	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3190.32	3,798	0.84							
June 2016	Ordering and Provisioning	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8066.60	3,805	2.12							
June 2016	Ordering and Provisioning	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11256.92	3,798	2.96							
June 2016	Ordering and Provisioning	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8027.76	7,719	1.04							
June 2016	Ordering and Provisioning	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6672.32	5,752	1.16							
June 2016	Ordering and Provisioning	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14700.08	7,719	1.90							
June 2016	Ordering and Provisioning	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2298.24	1,026	2.24							
June 2016	Ordering and Provisioning	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	658.90	1,198	0.55							
June 2016	Ordering and Provisioning	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2957.14	1,026	2.88							
June 2016	Ordering and Provisioning	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3543.05	6,685	0.53							

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	Party Score
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE TOTAL	Diagnostic	N/A	7339.92	13,107	0.56							
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	ACCEPT	Diagnostic	N/A	10882.97	6,685	1.63							
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	258.00	1,075	0.24							
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE TOTAL	Diagnostic	N/A	765.97	1,917	0.41							
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1256.96	982	1.28							
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE TOTAL	Diagnostic	N/A	2300.93	1,917	1.20							
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2349.40	3,455	0.68							
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE TOTAL	Diagnostic	N/A	4967.00	2,682	18.50							
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	51966.40	3,455	15.04							
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8349.54	4,489	1.86							
June 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appl. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7779.07	4,603	1.69							
June 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67803.20	6,835	9.92							
June 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26258.49	6,297	4.17							
June 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47863.92	3,588	13.34							
June 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Mail Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3856.20	764	5.05							
June 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15693.30	4,982	3.15							
June 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3789.60	3,158	1.20							
June 2016	Pre-Ordering	PO-2-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	LNP	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-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	79	100	79.00%							
June 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate w/o UNE-P-POTS	Diagnostic	N/A	137	139	98.56%							
June 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate w/o UNE-P-POTS	Diagnostic	N/A	4	4	100.00%							
June 2016	Pre-Ordering	PO-2C	LSRs received via facsimile	Unbundled Loop Aggregate	Diagnostic	N/A	79	79	100.00%							
June 2016	Pre-Ordering	PO-3X	Electronic LSRs Requested Manually	Product Aggregate	Diagnostic	N/A	22,112	2	11.06							
June 2016	Pre-Ordering	PO-3A(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Diagnostic	N/A	87.25	23	3.48							
June 2016	Pre-Ordering	PO-3A(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	68	68	100.00%							
June 2016	Pre-Ordering	PO-3A(c)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	131	131	100.00%							
June 2016	Pre-Ordering	PO-3A(d)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	5	5	100.00%							
June 2016	Pre-Ordering	PO-3B(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	26	27	96.30%							
June 2016	Pre-Ordering	PO-3B(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	33	33	100.00%							
June 2016	Pre-Ordering	PO-3C(c)	FOCs on Time for manual LSRs via facsimile	LNP	Benchmark	90.00%	3	3	100.00%							
June 2016	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks	LIS Trunk	Benchmark	85.00%	1	1	100.00%							
June 2016	Pre-Ordering	PO-5B	Unbundled Loops	All	Party by Design	N/A	0	1	0.00%							
May 2016	Billing	BI-2	Invoice Delivered within 10 Days	Unbundled Loops and Number Portability	Party by Design	N/A	189	189	100.00%							
May 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNES and Resale Aggregate	Diagnostic	N/A	182,945	182,945	100.00%							
May 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	766	766	100.00%							
May 2016	Billing	BI-4A	UNES and Resale Aggregate	UNES and Resale Aggregate	Party	N/A	292	292	100.00%							
May 2016	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Diagnostic	N/A	766	766	100.00%							
May 2016	Databases Updates	DB-1B	All	LDB	Diagnostic	N/A	4,083,576	3,933,085	1.04							
May 2016	Databases Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	841.74	4,085	0.21							
May 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,060	30,060	100.00%							
May 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,060	30,060	100.00%							
May 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	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	EXACT	Diagnostic	N/A	41,820	41,820	100.00%							
May 2016	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	21,960	21,960	100.00%							
May 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Enhanced Extended Loops - DST Capable	Party	N/A	0	3	0.00%							
May 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	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-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DST Capable	Party	N/A	5	7	71.43%							
May 2016	Maintenance and Repair	MR-5X	Out of Service Cleared w/ 24 hours	Business	Party	N/A	0	1	0.00%							
May 2016	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DST Capable	Party	N/A	29,552	3	9.57							
May 2016	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	10,552	3	3.37							
May 2016	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	3,24	2	1.42							
May 2016	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DST Capable	Party	N/A	32,04	7	4.35							
May 2016	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Party	N/A	197,34	24	8.14							
May 2016	Maintenance and Repair	MR-7A	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DST Capable	Party	N/A	0	1	0.00%							
May 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	0	3	0.00%							
May 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	0	3	0.00%							
May 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DST Capable	Party	N/A	1	2	0.00%							
May 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Party	N/A	2	24	8.33%							

Z	Party	Score
94	-1.031732	0.273933
92	-1.560637	
90	-1.319543	
88	-0.476225	
86	-4.468915	
84	-1.320746	
	-2.925517	
	-3	
82	-1.635593	
80	1.261001	
78	-1.392487	

Apr 2017 PAP Aggregate Performance Report ND.xls

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Party Score
May 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	123	125	98.40%							
May 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	86	86	100.00%							
May 2016	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	1-45	1	1-45							
May 2016	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	25-15	19	100.00%							
May 2016	Pre-Ordering	PO-5A-1b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop ASG-EELS	Benchmark	95.00%	74	74	100.00%							
May 2016	Pre-Ordering	PO-5A-1c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	115	115	100.00%							
May 2016	Pre-Ordering	PO-5B-1a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1	1	100.00%							
May 2016	Pre-Ordering	PO-5B-1b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop ASG-EELS	Benchmark	90.00%	38	38	100.00%							
May 2016	Pre-Ordering	PO-5B-1c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	29	29	100.00%							
May 2016	Pre-Ordering	PO-5C-1c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
May 2016	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%							
May 2016	Pre-Ordering	PO-5B	Unbundled Loops	Unbundled Loops and Number Portability	Party	N/A	2	4	50.00%	50.00%	0	14	0.00%	0.00%		
April 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Party by Design	N/A	122	122	100.00%							
April 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	173-615	173-615	100.00%							
April 2016	Billing	BI-35	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	924	924	100.00%							
April 2016	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Party	N/A	362	362	100.00%	0.00%	4,244	4,280	99.62%	6.12%	-1.121544	-1.69185
April 2016	Collocation	CB-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Diagnostic	N/A	802	802	100.00%							
April 2016	Collocation	CB-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	1	1	100.00%							
April 2016	Database Updates	DB-1B	All	LDB	Diagnostic	N/A	3,748,347	3,614,490	1.04							
April 2016	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	874-57	4,033	0.22							
April 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	26-836	27,220	98.59%							
April 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,340	29,340	100.00%							
April 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	27,220	27,220	100.00%							
April 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	40,857	41,700	97.98%							
April 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	Report/In	Diagnostic	N/A	36,961	37,945	97.66%							
April 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,600	21,600	100.00%							
April 2016	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
April 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	LIS Trunk	Party	N/A	2	2	100.00%	0.00%						
April 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	3	33.33%							
April 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DSL Capable	Party	N/A	5	5	100.00%	0.00%	2	5	40.00%	48.99%	-1.936492	-2.177303
April 2016	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	LIS Trunk	Party	N/A	1-33	2	0.47	0.32						
April 2016	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	16-36	3	5.32	2.35						
April 2016	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DSL Capable	Party	N/A	8-50	5	1.46	0.52	31-46	4	7.57	4.51	-1.894988	-2.152071
April 2016	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Party	N/A	357-30	35	10.13	9.58	15164-24	362	41.53	46.02	-3.866967	-3.963108
April 2016	Maintenance and Repair	MR-5E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Party	N/A	0	2	0.00%							
April 2016	Maintenance and Repair	MR-5E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	0	3	0.00%	0.00%						
April 2016	Maintenance and Repair	MR-5E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DSL Capable	Party	N/A	0	5	0.00%	0.00%	0	5	0.00%	0.00%		
April 2016	Maintenance and Repair	MR-5E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Party	N/A	11	35	31.43%	46.42%	59	381	15.49%	36.18%	2.060978	0.252986
April 2016	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DSL Capable	Party	N/A	0	72	0.00%	0.00%	5	1,209	2.39%	15.28%	-1.145661	-1.696512
April 2016	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Party	N/A	2	11-660	0.02%	1.31%	0	13,104	0.00%	0.00%		
April 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Party	N/A	0	60	0.00%							
April 2016	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Party	N/A	0	11	0.00%							
April 2016	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	3	849	0.35%	5.93%	5	210	2.38%	15.25%	-0.950516	-1.577873
April 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	0	297	0.00%							
April 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DSL Capable	Party	N/A	5	833	0.60%	7.72%	5	216	2.31%	15.04%	-1.483295	-1.907559
April 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Party	N/A	35	5,571	0.63%	7.70%	381	29,949	1.27%	11.21%	-3.93781	-3.994019
April 2016	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Otc w/ TSSR excl	LIS Trunk	Party	N/A	0	1,392	0.00%	0.00%						
April 2016	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Otc w/ TSSR excl	LIS Trunk	Party	N/A	0	888	0.00%	0.00%						
April 2016	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Otc w/ TSSR excl	LIS Trunk	Diagnostic	N/A	0	1,392	0.00%	0.00%						
April 2016	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Otc w/ TSSR excl	LIS Trunk	Diagnostic	N/A	0	888	0.00%	0.00%						
April 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Party	N/A	480	8	60.00	20.81	6,948	28	248.14	308.94	-1.519109	-1.923553
April 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Party	N/A	8	8	100.00%	0.00%	7	28	25.00%	43.30%	3.719016	1.261001
April 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Party	N/A	5	5	100.00%	0.00%	2	2	100.00%	0.00%		
April 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	18	18	100.00%							
April 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DSL Capable	Party	N/A	3	3	100.00%	0.00%						
April 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	11	11	100.00%							
April 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	51	17	3.00							
April 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DSL Capable	Benchmark	5.50	15	3	5.00							
April 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	45	11	4.09							
April 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Party	N/A	5	5	100.00%	0.00%	3	3	100.00%	0.00%		
April 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	18	18	100.00%	0.00%						
April 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DSL Capable	Party	N/A	3	3	100.00%	0.00%						
April 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Party	N/A	11	11	100.00%	0.00%	171	174	98.28%	13.02%	-0.426037	-1.259012
April 2016	Ordering and Provisioning	OP-5A	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	320	320	100.00%							
April 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6216-32	19,426	0.32							

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	Party
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15678.40	12.982	1.20							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	21794.72	19.426	1.12							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3043.44	4.227	0.72							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3510.60	4.227	0.83							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	706.84	1.724	0.41							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1283.66	1.211	1.06							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1990.50	1.724	1.15							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3183.05	3.835	0.83							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8051.76	3.798	2.12							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11234.81	3.835	2.93							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8041.28	7.732	1.04							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6741.92	5.812	1.16							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14783.20	7.732	1.91							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meal Point Inquiry)	REQUEST	Diagnostic	N/A	2264.12	1.058	2.14							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meal Point Inquiry)	RESPONSE	Diagnostic	N/A	649.23	1.139	0.57							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meal Point Inquiry)	TOTAL	Diagnostic	N/A	2913.35	1.058	2.75							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meal Point Inquiry)	REQUEST	Diagnostic	N/A	3671.25	6.675	0.55							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7478.97	13.121	0.57							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11150.22	6.675	1.67							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	223.30	1.015	0.22							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	731.60	1.829	0.40							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1137.08	917	1.24							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2091.98	1.829	1.14							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2229.76	3.328	0.67							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	49589.32	2.621	18.92							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	51819.08	3.328	15.57							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8401.91	4.493	1.87							
April 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7648.30	4.499	1.70							
April 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	66438.90	6.711	9.90							
April 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26659.80	6.419	4.20							
April 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46383.18	3.477	13.34							
April 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meal Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3848.10	762	5.05							
April 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15255.62	4.874	3.13							
April 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3568.32	3.166	1.12							
April 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Connecting Fac Assign XML)	XML Request/Response	Diagnostic	N/A	5520.36	1.542	3.58							
April 2016	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	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	LNP	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	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	21.03	1	21.03							
April 2016	Pre-Ordering	PO-3X	Electronic LSRs Rejected 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%	49	6	100.00%							
April 2016	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	127	49	100.00%							
April 2016	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	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	LNP	Benchmark	90.00%	28	28	100.00%							
April 2016	Pre-Ordering	PO-5C-(a)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
April 2016	Pre-Ordering	PO-5C-(b)	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%							
April 2016	Pre-Ordering	PO-5B	Unbundled Loops	Unbundled Loops and Number Portability	Party	N/A	0	3	0.00%							

NORTH DAKOTA PAP SUMMARY - MARCH 2017

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