

CenturyLink
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Kent Blickensderfer
State Legislative Affairs Director



August 21, 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 July 2016 through July 2017; and
2. Payment Report for the month of June 2017.

Sincerely,

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

Kent Blickensderfer
State Legislative Affairs Director

KB/bardm

Enclosures

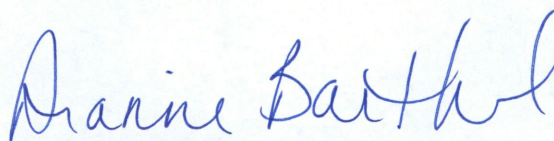
CERTIFICATE OF SERVICE

I hereby certify that on this 21st day of August, 2017, the foregoing Performance Results Report for the months of July 2016 through July 2017 and the Payment Report for the month of June 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

NORTH DAKOTA PAP SUMMARY - JUNE 2017

State	Reporting Period	PID	PID Description	Product	Current Month Payment	Incremental Rerun Payment	Interest	Total Monthly Payment
ND								

NO DATA



Qwest Corporation (Qwest or CTL-Q) Performance Results

North Dakota July 2016 - July 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.

August 9, 2017

CenturyLink QC Performance Results – Current 271 PID

July 2017 PAP Aggregate Performance Report MD.XLS

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTI-Q Numerator	CTI-Q Denominator	CTI-Q Result	CTI-Q Standard Deviation	Modified Z Score	Parity Score
July 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times/Collecting Fee Assign XML	XML Request/Response	Diagnostic	N/A	5715.92	1.652	3.46							
July 2017	Pre-Ordering	PO-2A	All Electronic LSRS	Resale Aggregate W/O UNE-POTS	Diagnostic	N/A	143	197	72.59%							
July 2017	Pre-Ordering	PO-2A	All Electronic LSRS	Unbundled Loop Aggregate	Diagnostic	N/A	8	26	30.77%							
July 2017	Pre-Ordering	PO-2B	All Fiberoptic Single LSRS	LNP	Diagnostic	N/A	52	67	77.61%							
July 2017	Pre-Ordering	PO-2B	All Fiberoptic Single LSRS	Resale Aggregate W/O UNE-POTS	Diagnostic	N/A	143	147	97.26%							
July 2017	Pre-Ordering	PO-2B	All Fiberoptic Single LSRS	Unbundled Loop Aggregate	Diagnostic	N/A	8	8	100.00%							
July 2017	Pre-Ordering	PO-3X	Electronic LSRS Rejected Manually	Product Aggregate	Diagnostic	N/A	52	52	100.00%							
July 2017	Pre-Ordering	PO-3X(a)	FOCs on Time for Fully Electronic LSRS	Resale Aggregate	Benchmark	N/A	730	6	115							
July 2017	Pre-Ordering	PO-3X(b)	FOCs on Time for Fully Electronic LSRS	Unbundled Loop Aggregate	Benchmark	N/A	50	7	100.00%							
July 2017	Pre-Ordering	PO-3X(c)	FOCs on Time for Fully Electronic LSRS	Unbundled Loop AOC-EELS	Benchmark	N/A	95.00%	50	100.00%							
July 2017	Pre-Ordering	PO-3X(d)	FOCs on Time for Fully Electronic LSRS	LNP	Benchmark	N/A	134	135	99.28%							
July 2017	Pre-Ordering	PO-3X(e)	FOCs on Time for Electronic/Manual LSRS	Resale Aggregate	Benchmark	N/A	18	18	100.00%							
July 2017	Pre-Ordering	PO-3X(f)	FOCs on Time for Electronic/Manual LSRS	Unbundled Loop AOC-EELS	Benchmark	N/A	17	17	100.00%							
July 2017	Pre-Ordering	PO-3X(g)	FOCs on Time for Electronic/Manual LSRS	LNP	Benchmark	N/A	42	42	100.00%							
July 2017	Pre-Ordering	PO-3X(h)	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	1	2	50.00%							
July 2017	Billing	BI-2	Invoiced Delivered within 10 Days	All	Parity by Design	N/A	116	116	100.00%							
July 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNES and Resale Aggregate	Diagnostic	N/A	141,680	142,238	99.54%							
July 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	UNES and Resale Aggregate	Diagnostic	N/A	340	340	100.00%							
July 2017	Billing	BI-4	Reciprocal Compensation (MCO)	UNES and Resale Aggregate	Diagnostic	N/A	305	305	100.00%							
July 2017	Billing	BI-4B	Reciprocal Compensation (MCO)	Reciprocal Compensation	Diagnostic	N/A	340	340	100.00%							
July 2017	Database Updates	DB-1B	All	LDB	Diagnostic	N/A	3,753,640	3,753,640	1.08							
July 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	758,96	3,507	0.22							
July 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	MAQUL	Diagnostic	N/A	29,520	29,520	100.00%							
July 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
July 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,520	29,520	100.00%							
July 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
July 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	Resale/ULI	Diagnostic	N/A	40,740	40,740	100.00%							
July 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880	100.00%							
July 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EAXCT	Diagnostic	N/A	0	0	0.00%							
July 2017	Electronic Gateway Availability	GA-7	1mly Outage Resolution After Software Releases	All	Diagnostic	N/A	0	0	0.00%							
July 2017	Maintenance and Repair	MR-5B	All Trouble Cleared w/ 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	1	100.00%							
July 2017	Maintenance and Repair	MR-5B	All Trouble Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	2	0.00%							
July 2017	Maintenance and Repair	MR-5B	All Trouble Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	10	20.00%							
July 2017	Maintenance and Repair	MR-5X	Out of Service Cleared w/ 24 Hours	Business	Parity	N/A	0	2	0.00%							
July 2017	Maintenance and Repair	MR-6A	Mean Time to Restore-Shop w/ MSA	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2309	1	2309							
July 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	259	1	259							
July 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2840	2	1420							
July 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	12903	10	1234							
July 2017	Maintenance and Repair	MR-7A	Repair Report Rate-Disp w/ MSA	Residence	Parity	N/A	51026	54	927							
July 2017	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%							
July 2017	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%							
July 2017	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	2	0.00%							
July 2017	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	10	10.00%							
July 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	54	7.41%							
July 2017	Maintenance and Repair	MR-8	Trouble Rate	US Trunk	Parity	N/A	1	34	2.94%							
July 2017	Maintenance and Repair	MR-8	Trouble Rate	US Trunk	Parity	N/A	0	12,892	0.00%							
July 2017	Maintenance and Repair	MR-8	Trouble Rate	US Trunk	Parity	N/A	0	50	0.00%							
July 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	0	0.00%							
July 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	2	0.00%							
July 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-loaded	Parity	N/A	10	199	0.00%							
July 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	54	465	1.18%							
July 2017	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/ MSA	Residence	Parity	N/A	1	1	100.00%							
July 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Termination Otc w/ TCSR and	US Trunk	Parity	N/A	0	1,632	0.00%							
July 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q Termination Otc w/ TCSR and	US Trunk	Parity	N/A	0	840	0.00%							
July 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q End Otc w/ TCSR and	US Trunk	Diagnostic	N/A	0	1,632	0.00%							
July 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Otc w/ TCSR and	US Trunk	Diagnostic	N/A	0	840	0.00%							
July 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	2	100.00%							
July 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%							
July 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Parity	N/A	0	8	0.00%							
July 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	N/A	90	0	0.00%							
July 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	US Trunk	Parity	N/A	3	1	300							
July 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	N/A	600	1	3.00							
July 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	N/A	550	8	8.00							
July 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	N/A	40	8	5.00							
July 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	3	100.00%							
July 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%							
July 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	8	8	100.00%							
July 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	1	1	100.00%							
July 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	1	1	100.00%							
July 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	8	8	100.00%							
July 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	1	1	100.00%							
July 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	1	1	100.00%							
July 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	1	1	100.00%							
July 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	1	1	100.00%							
July 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	1	1	100.00%							
July 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	1	1	100.00%							
July 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	1	1	100.00%							
July 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	1	1	100.00%							
July 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	1	1	100.00%							
July 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	1	1	100.00%							
July 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	1	1	100.00%							
July 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	1	1	100.00%							
July 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	1	1	100.00%							
July 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	1	1	100.00%							
July 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	1	1	100.00%							
July 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	1	1	100.00%							
July 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	1	1	100.00%							
July 2017	Ordering and Provisioning															

July 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
June 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	712.50	1,738	0.41							
June 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1269.88	1,198	1.06							
June 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1982.46	1,738	1.14							
June 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2904.72	3,458	0.84							
June 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7952.24	3,716	2.14							
June 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10856.96	3,458	3.14							
June 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Tel CSR)	REQUEST	Diagnostic	N/A	7895.52	7,394	1.08							
June 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Tel CSR)	RESPONSE	Diagnostic	N/A	6773.50	5,890	1.15							
June 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Tel CSR)	TOTAL	Diagnostic	N/A	14790.02	7,394	2.00							
June 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2315.31	1,087	2.13							
June 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	646.92	1,198	0.54							
June 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2962.23	1,087	2.73							
June 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3860.40	6,590	0.58							
June 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7858.42	13,549	0.58							
June 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11548.82	6,590	1.75							
June 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	232.08	1,066	0.23							
June 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	817.95	1,995	0.41							
June 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1240.20	1,995	1.30							
June 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2310.23	1,995	1.16							
June 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2652.20	3,685	0.72							
June 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53181.40	2,780	19.13							
June 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	55834.60	3,685	15.15							
June 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	8374.95	4,527	1.85							
June 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	7921.67	4,579	1.73							
June 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	16296.62	6,975	9.86							
June 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	28409.24	6,318	4.48							
June 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	46893.44	3,478	13.48							
June 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	75302.68	3,478	21.96							
June 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry XML)	REQUEST	Diagnostic	N/A	15957.00	4,780	3.15							
June 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry XML)	RESPONSE	Diagnostic	N/A	3787.20	3,196	1.20							
June 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry XML)	TOTAL	Diagnostic	N/A	19744.20	3,196	6.36							
June 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Connecting Fac. Assgn XML)	REQUEST	Diagnostic	N/A	55717.52	1,612	34.6							
June 2017	Pre-Ordering	PO-2A	Pre-Ordering	RESPONSE	Diagnostic	N/A	131	175	0.74							
June 2017	Pre-Ordering	PO-2A	Pre-Ordering	TOTAL	Diagnostic	N/A	3	4	0.75							
June 2017	Pre-Ordering	PO-2A	Pre-Ordering	REQUEST	Diagnostic	N/A	75	91	0.82							
June 2017	Pre-Ordering	PO-2A	Pre-Ordering	RESPONSE	Diagnostic	N/A	131	131	1.00							
June 2017	Pre-Ordering	PO-2A	Pre-Ordering	TOTAL	Diagnostic	N/A	206	222	1.00							
June 2017	Pre-Ordering	PO-2B	Pre-Ordering	REQUEST	Diagnostic	N/A	3	3	1.00							
June 2017	Pre-Ordering	PO-2B	Pre-Ordering	RESPONSE	Diagnostic	N/A	75	76	0.98							
June 2017	Pre-Ordering	PO-2B	Pre-Ordering	TOTAL	Diagnostic	N/A	78	79	1.00							
June 2017	Pre-Ordering	PO-3C	Pre-Ordering	REQUEST	Diagnostic	N/A	24.40	1	0.43							
June 2017	Pre-Ordering	PO-3C	Pre-Ordering	RESPONSE	Diagnostic	N/A	7.58	11	0.63							
June 2017	Pre-Ordering	PO-3C	Pre-Ordering	TOTAL	Diagnostic	N/A	31.98	12	0.99							
June 2017	Pre-Ordering	PO-5A-1a)	Pre-Ordering	REQUEST	Benchmark	95.00%	3	3	100.00%							
June 2017	Pre-Ordering	PO-5A-1a)	Pre-Ordering	RESPONSE	Benchmark	95.00%	73	73	100.00%							
June 2017	Pre-Ordering	PO-5A-1a)	Pre-Ordering	TOTAL	Benchmark	95.00%	76	76	100.00%							
June 2017	Pre-Ordering	PO-5A-1c)	Pre-Ordering	REQUEST	Benchmark	90.00%	125	125	100.00%							
June 2017	Pre-Ordering	PO-5A-1c)	Pre-Ordering	RESPONSE	Benchmark	90.00%	16	16	100.00%							
June 2017	Pre-Ordering	PO-5A-1c)	Pre-Ordering	TOTAL	Benchmark	90.00%	141	141	100.00%							
June 2017	Pre-Ordering	PO-5B-1a)	Pre-Ordering	REQUEST	Benchmark	90.00%	37	37	100.00%							
June 2017	Pre-Ordering	PO-5B-1a)	Pre-Ordering	RESPONSE	Benchmark	90.00%	37	37	100.00%							
June 2017	Pre-Ordering	PO-5B-1a)	Pre-Ordering	TOTAL	Benchmark	90.00%	74	74	100.00%							
June 2017	Pre-Ordering	PO-5B-1c)	Pre-Ordering	REQUEST	Benchmark	90.00%	37	37	100.00%							
June 2017	Pre-Ordering	PO-5B-1c)	Pre-Ordering	RESPONSE	Benchmark	90.00%	37	37	100.00%							
June 2017	Pre-Ordering	PO-5B-1c)	Pre-Ordering	TOTAL	Benchmark	90.00%	74	74	100.00%							
June 2017	Pre-Ordering	PO-5C-1)	Pre-Ordering	REQUEST	Benchmark	90.00%	2	2	100.00%							
June 2017	Pre-Ordering	PO-5C-1)	Pre-Ordering	RESPONSE	Benchmark	90.00%	2	2	100.00%							
June 2017	Pre-Ordering	PO-5C-1)	Pre-Ordering	TOTAL	Benchmark	90.00%	4	4	100.00%							
June 2017	Pre-Ordering	PO-6B	Pre-Ordering	REQUEST	Parity	N/A	0	1	0.00%							
June 2017	Pre-Ordering	PO-6B	Pre-Ordering	RESPONSE	Parity	N/A	138	138	100.00%							
June 2017	Pre-Ordering	PO-6B	Pre-Ordering	TOTAL	Parity	N/A	138	138	100.00%							
June 2017	Pre-Ordering	BR-2	Pre-Ordering	REQUEST	Diagnostic	N/A	142.203	113	0.79							
June 2017	Pre-Ordering	BR-2	Pre-Ordering	RESPONSE	Diagnostic	N/A	142.847	113	0.79							
June 2017	Pre-Ordering	BR-2	Pre-Ordering	TOTAL	Diagnostic	N/A	285.050	226	1.28							
June 2017	Pre-Ordering	BR-3A	Pre-Ordering	REQUEST	Parity	N/A	302	302	100.00%							
June 2017	Pre-Ordering	BR-3A	Pre-Ordering	RESPONSE	Parity	N/A	113	113	100.00%							
June 2017	Pre-Ordering	BR-3A	Pre-Ordering	TOTAL	Parity	N/A	415	415	100.00%							
June 2017	Pre-Ordering	BR-4B	Pre-Ordering	REQUEST	Diagnostic	N/A	4,428.448	113	39.20							
June 2017	Pre-Ordering	BR-4B	Pre-Ordering	RESPONSE	Diagnostic	N/A	4,099.599	4,126	1.08							
June 2017	Pre-Ordering	BR-4B	Pre-Ordering	TOTAL	Diagnostic	N/A	8,528.047	4,126	2.06							
June 2017	Pre-Ordering	DE-1B	Pre-Ordering	REQUEST	Diagnostic	N/A	788.29	30,600	0.03							
June 2017	Pre-Ordering	DE-1B	Pre-Ordering	RESPONSE	Diagnostic	N/A	30,600	30,600	100.00%							
June 2017	Pre-Ordering	DE-1B	Pre-Ordering	TOTAL	Diagnostic	N/A	31,388.29	30,600	100.00%							
June 2017	Pre-Ordering	DB-1C-1	Pre-Ordering	REQUEST	Diagnostic	N/A	30,600	30,600	100.00%							
June 2017	Pre-Ordering	DB-1C-1	Pre-Ordering	RESPONSE	Diagnostic	N/A	30,600	30,600	100.00%							
June 2017	Pre-Ordering	DB-1C-1	Pre-Ordering	TOTAL	Diagnostic	N/A	61,200	61,200	100.00%							
June 2017	Pre-Ordering	GA-1	Pre-Ordering	REQUEST	Diagnostic	N/A	30,600	30,600	100.00%							
June 2017	Pre-Ordering	GA-1	Pre-Ordering	RESPONSE	Diagnostic	N/A	30,600	30,600	100.00%							
June 2017	Pre-Ordering	GA-1	Pre-Ordering	TOTAL	Diagnostic	N/A	61,200	61,200	100.00%							
June 2017	Pre-Ordering	GA-2	Pre-Ordering	REQUEST	Diagnostic	N/A	43,200	43,200	100.00%							
June 2017	Pre-Ordering	GA-2	Pre-Ordering	RESPONSE	Diagnostic	N/A	42,180	42,180	100.00%							
June 2017	Pre-Ordering	GA-2	Pre-Ordering	TOTAL	Diagnostic	N/A	85,380	85,380	100.00%							
June 2017	Pre-Ordering	GA-3	Pre-Ordering	REQUEST	Diagnostic	N/A	27,960	27,960	100.00%							
June 2017	Pre-Ordering	GA-3	Pre-Ordering	RESPONSE	Diagnostic	N/A	27,960	27,960	100.00%							
June 2017	Pre-Ordering	GA-3	Pre-Ordering	TOTAL	Diagnostic	N/A	55,920	55,920	100.00%							
June 2017	Pre-Ordering	GA-4	Pre-Ordering	REQUEST	Diagnostic	N/A	0	0	0.00%							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTI-Q Numerator	CTI-Q Denominator	CTI-Q Result	CTI-Q Standard Deviation	Modified Z Score	Party Score
May 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ABSL COMPATIBLE	Party	N/A	5	740	0.68%	8.15%	0	45	0.00%	0.00%	-0.655192	-1.395239
May 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2/Wire Non-Capable	Party	N/A	5	208	0.00%	0.00%	0	45	0.00%	0.00%	-0.444114	-1.270385
May 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Party	N/A	5	612	0.82%	0.00%	2	159	1.28%	1.14%	-0.444114	-1.270385
May 2017	Network Performance	NI-1A	Trunk Blockage to CTI-Q Tandem Ocle w/ TSSR and	Unbundled Loop Analog	Party	N/A	28	4,693	0.69%	7.73%	387	25,820	1.50%	12.15%	-4.946622	-3.824448
May 2017	Network Performance	NI-1B	Trunk Blockage to CTI-Q Tandem Ocle w/ TSSR and	Unbundled Loop Analog	Party	N/A	0	1,632	0.00%	0.00%	0	0	0.00%	0.00%	-0.444114	-1.270385
May 2017	Network Performance	NI-1C	Trunk Blockage to CTI-Q Tandem Ocle w/ TSSR and	Unbundled Loop - DS1 Capable	Diagnostic	N/A	0	840	0.00%	0.00%	0	840	0.00%	0.00%	-0.444114	-1.270385
May 2017	Network Performance	NI-1D	Trunk Blockage to CTI-Q Tandem Ocle w/ TSSR and	Unbundled Loop - DS1 Capable	Party	N/A	0	840	0.00%	0.00%	0	840	0.00%	0.00%	-0.444114	-1.270385
May 2017	Ordering and Provisioning	OP-15A	Ordering for Pending Orders Delayed Part Date	Unbundled Loop - DS1 Capable	Party	N/A	0	1	0.00%	0.00%	1	1	100.00%	0.00%	0.00%	0.00%
May 2017	Ordering and Provisioning	OP-15B-RD	Pending Order Delayed Part Date	Unbundled Loop - DS1 Capable	Party	N/A	0	1	0.00%	0.00%	1	1	100.00%	0.00%	0.00%	0.00%
May 2017	Ordering and Provisioning	OP-3E	Internal Zone 2 Areas	UNBUNDLED LOOP - ABSL COMPATIBLE	Benchmark	N/A	17	18	94.44%	22.91%	1	1	100.00%	0.00%	0.00%	0.00%
May 2017	Ordering and Provisioning	OP-3E	Internal Zone 2 Areas	Unbundled Loop - DS1 Capable	Party	N/A	0	1	0.00%	0.00%	1	1	100.00%	0.00%	0.00%	0.00%
May 2017	Ordering and Provisioning	OP-3E	Internal Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	3	3	100.00%	0.00%	3	3	100.00%	0.00%	0.00%	0.00%
May 2017	Ordering and Provisioning	OP-4E	Internal Zone 2 Areas	Unbundled Loop Analog	Benchmark	5.50	7	8	87.50%	4.00	3	3	100.00%	0.00%	0.00%	0.00%
May 2017	Ordering and Provisioning	OP-4E	Internal Zone 2 Areas	Unbundled Loop Analog	Party	6.00	47	10	4.70	4.70	0	0	0.00%	0.00%	0.00%	0.00%
May 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ABSL COMPATIBLE	Party	N/A	18	18	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	0.00%
May 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Party	N/A	1	1	100.00%	0.00%	3	3	100.00%	0.00%	0.00%	0.00%
May 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Party	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	0.00%
May 2017	Ordering and Provisioning	OP-9C	Number Portability Timeliness without Loop Cord	Unbundled Loop Analog	Benchmark	95.00%	244	244	100.00%	0.00%	123	131	93.89%	23.95%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6910.65	19,771	0.35	1.21	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	15,275.16	12,966	1.21	1.15	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	22845.91	19,771	1.15	0.78	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Appl. Scheduler)	TOTAL	Diagnostic	N/A	3,351.76	4,128	0.78	0.78	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Appl. Scheduler)	REQUEST	Diagnostic	N/A	3,351.76	4,128	0.78	0.78	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Appl. Scheduler)	TOTAL	Diagnostic	N/A	3,351.76	4,128	0.78	0.78	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	3,351.76	4,128	0.78	0.78	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	3,351.76	4,128	0.78	0.78	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	3,351.76	4,128	0.78	0.78	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	3,351.76	4,128	0.78	0.78	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2,010.69	1,758	1.05	1.14	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	3,329.04	3,856	0.84	0.84	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3,329.04	3,789	0.88	2.11	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	7,694.79	3,789	2.11	2.11	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	1,233.83	3,856	0.29	0.29	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	8,333.16	7,788	1.07	1.07	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	6,848.00	5,840	1.15	1.15	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14,819.16	7,788	1.90	1.90	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Meet Part Inquiry)	REQUEST	Diagnostic	N/A	2,196.03	1,031	2.13	2.13	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Meet Part Inquiry)	TOTAL	Diagnostic	N/A	6,687.52	1,031	6.56	6.56	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Meet Part Inquiry)	REQUEST	Diagnostic	N/A	2,196.03	1,031	2.13	2.13	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Meet Part Inquiry)	TOTAL	Diagnostic	N/A	6,687.52	1,031	6.56	6.56	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3,854.56	6,528	0.56	0.56	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	7,429.38	13,034	0.57	0.57	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1,083.84	6,528	0.16	0.16	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	2,727.75	1,001	0.25	0.25	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	794.58	1,001	0.41	0.41	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1,245.87	981	1.27	1.27	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2,313.20	1,988	1.19	1.19	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2,348.08	3,539	0.72	0.72	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	5,264.84	2,756	1.90	1.90	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	5,264.84	2,756	1.90	1.90	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	5,264.84	2,756	1.90	1.90	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Address Validation XML)	REQUEST	Diagnostic	N/A	6,833.45	4,537	1.85	1.85	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Address Validation XML)	TOTAL	Diagnostic	N/A	7,748.67	4,479	1.73	1.73	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Appl. Scheduler XML)	REQUEST	Diagnostic	N/A	6,867.36	6,979	0.98	0.98	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Appl. Scheduler XML)	TOTAL	Diagnostic	N/A	28,253.76	6,311	4.16	4.16	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Get CSR XML)	REQUEST	Diagnostic	N/A	4,686.96	3,477	1.38	1.38	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Loop Qual Tools XML)	REQUEST	Diagnostic	N/A	3,940.84	2,776	1.41	1.41	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Meet Part Inquiry XML)	REQUEST	Diagnostic	N/A	1,537.15	4,381	0.35	0.35	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (Service Avail XML)	REQUEST	Diagnostic	N/A	3,816.34	1,524	2.51	2.51	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-1-1MA GUI	Pre-Order Response Times (TN Reservation XML)	REQUEST	Diagnostic	N/A	961.12	1,622	0.59	0.59	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-2A	All Electronic LSTRs	Resale Aggregate W/IO UNPC-FOTS	Diagnostic	N/A	150	201	74.63%	3.46	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-2A	All Electronic LSTRs	Unbundled Loop Aggregate	Diagnostic	N/A	0	3	0.00%	0.00%	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSTRs	Unbundled Loop Aggregate	Diagnostic	N/A	65	82	79.27%	3.46	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSTRs	Product Aggregate	Diagnostic	N/A	150	151	99.34%	0.00%	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-3X	Electronic LSTRs Selected Manually	Unbundled Loop Aggregate	Diagnostic	N/A	65	65	100.00%	0.00%	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-5A-(b)	FOCS on Time for Fully Electronic LSTRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	64	64	100.00%	0.00%	0	0	0.00%	0.00%	-0.812419	-1.463916
May 2017	Pre-Ordering	PO-5A-(c)	FOCS on Time for Fully Electronic LSTRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	141	141								

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEO Numerator	CLEO Denominator	CLEO Result	CLEO Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Party Score
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8412.78	4.523	1.86							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7846.64	4.562	1.72							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	6663.84	6.976	9.84							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26307.84	6.324	4.16							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tool XML)	XML Request/Response	Diagnostic	N/A	46802.56	3.472	13.48							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meal Point Injury XML)	XML Request/Response	Diagnostic	N/A	3944.75	7.73	5.09							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15057.00	4.780	3.15							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3187.20	3.156	1.20							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Connecting Fee Assign XML)	XML Request/Response	Diagnostic	N/A	5676.92	1.636	3.47							
April 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	128	152	84.21%							
April 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate w/O UNE-P-POTS	Diagnostic	N/A	47	69	50.00%							
April 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate w/O UNE-P-POTS	Diagnostic	N/A	128	129	99.22%							
April 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	47	47	100.00%							
April 2017	Pre-Ordering	PO-3C	LSRs received via Reseque	Product Aggregate	Diagnostic	N/A	17.59	13	17.59							
April 2017	Pre-Ordering	PO-3C	LSRs received via Reseque	Product Aggregate	Diagnostic	N/A	180.10	13	13.52							
April 2017	Pre-Ordering	PO-3A(a)	Electronic LSRs Requested Manually	Resale Aggregate	Benchmark	95.00%	36	36	100.00%							
April 2017	Pre-Ordering	PO-3A(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	378.67	46	100.00%							
April 2017	Pre-Ordering	PO-3A(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	122	122	100.00%							
April 2017	Pre-Ordering	PO-3B(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	7	7	100.00%							
April 2017	Pre-Ordering	PO-3B(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	18	18	100.00%							
April 2017	Pre-Ordering	PO-3B(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	20	20	100.00%							
April 2017	Pre-Ordering	PO-3C(i)	FOCs provided for ASRS requesting LSR Trunks	LNP	Benchmark	90.00%	2	2	100.00%							
April 2017	Pre-Ordering	PO-3D	Unbundled Loops	US Trunk	Benchmark	85.00%	15	15	100.00%							
April 2017	Pre-Ordering	PO-3E	Unbundled Loops	Unbundled Loops and Number Probability	Parity	N/A	3	3	37.50%							
March 2017	Billing	BI-2	Invoice Delivered within 10 Days	UNES and Resale Aggregate	Parity by Design	N/A	178	178	100.00%							
March 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	197.638	17.638	100.00%							
March 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	115	115	100.00%							
March 2017	Billing	BI-4A	UNES and Resale Aggregate	UNES and Resale Aggregate	Parity	N/A	420	420	100.00%							
March 2017	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Diagnostic	N/A	115	115	100.00%							
March 2017	Database Updates	DB-1B	All	LDR	Diagnostic	N/A	4,321,120	4,010,738	1.08							
March 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	5,667,21	24,638	0.21							
March 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	MAAGU	Diagnostic	N/A	30,600	30,600	100.00%							
March 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SXA	Diagnostic	N/A	30,600	30,600	100.00%							
March 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SXA	Diagnostic	N/A	30,600	30,600	100.00%							
March 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	30,600	30,600	100.00%							
March 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
March 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	Repair/QU	Diagnostic	N/A	42,180	42,180	100.00%							
March 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
March 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	0	0	0.00%							
March 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution After Software Releases	ALL	Diagnostic	N/A	0	0	0.00%							
March 2017	Maintenance and Repair	MR-5B	All Trunk Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	1	100.00%							
March 2017	Maintenance and Repair	MR-5B	All Trunk Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	2	40.00%							
March 2017	Maintenance and Repair	MR-5B	All Trunk Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	2	66.67%							
March 2017	Maintenance and Repair	MR-5X	Out of Service Cleared w/ 24 hours	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%							
March 2017	Maintenance and Repair	MR-5X	Out of Service Cleared w/ 24 hours	Business	Parity	N/A	1.56	1	47.14%							
March 2017	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	53.50	5	0.00%							
March 2017	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-loaded	Parity	N/A	9.04	3	10.42%							
March 2017	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3.01	3	9.18							
March 2017	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	383.59	38	10.06							
March 2017	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	0	0.00%							
March 2017	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-loaded	Parity	N/A	0	0	0.00%							
March 2017	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-loaded	Parity	N/A	0	0	0.00%							
March 2017	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	0	0.00%							
March 2017	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	38	5.26%							
March 2017	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	Enhanced Extended Loops - DS1 Capable	Parity	N/A	44	44	100.00%							
March 2017	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	Enhanced Extended Loops - DS1 Capable	Parity	N/A	11,427	11,427	100.00%							
March 2017	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	0	0.00%							
March 2017	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	Enhanced Extended Loops - DS1 Capable	Parity	N/A	51	1	0.00%							
March 2017	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%							
March 2017	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	Enhanced Extended Loops - DS1 Capable	Parity	N/A	726	1	0.00%							
March 2017	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%							
March 2017	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	Enhanced Extended Loops - DS1 Capable	Parity	N/A	227	227	2.20%							
March 2017	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	Enhanced Extended Loops - DS1 Capable	Parity	N/A	637	637	0.47%							
March 2017	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	Enhanced Extended Loops - DS1 Capable	Parity	N/A	38	3	0.78%							
March 2017	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4,782	1,536	0.00%							
March 2017	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	Enhanced Extended Loops - DS1 Capable	Parity	N/A	840	840	0.00%							
March 2017	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1,536	0.00%							
March 2017	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	840	0.00%							
March 2017	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	0	1	0.00%							
March 2017	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	14	14	100.00%							
March 2017	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	1	1	1.00							
March 2017	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7	1	7.00							
March 2017	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	Enhanced Extended Loops - DS1 Capable	Parity	N/A	30	6	5.00							
March 2017	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	1	100.00%							
March 2017	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	Enhanced Extended Loops - DS1 Capable	Parity	N/A	13	14	92.86%							
March 2017	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	Enhanced Extended Loops - DS1 Capable	Benchmark	95.00%	754	794	100.00%							
March 2017	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	Enhanced Extended Loops - DS1 Capable	Benchmark	6937.00	19,820	0.35								
March 2017	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	Enhanced Extended Loops - DS1 Capable	Diagnostic	N/A	15473.48	12,788	1.21							
March 2017	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	Enhanced Extended Loops - DS1 Capable	Diagnostic	N/A										

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEO Numerator	CLEO Denominator	CLEC Result	CLEC Standard Deviation	CTI-Q Numerator	CTI-Q Denominator	CTI-Q Result	CTI-Q Standard Deviation	Modified Z Score	Parity Score
March 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22410.48	18820	1.13	0.00%	0	3	66.67%	47.14%	-1.024665	-1.62297
March 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3183.52	4202	0.76	0.00%	0	7	28.00%	43.30%	0.522396	-0.682077
March 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3721.18	4202	0.89	0.00%	0	7	28.00%	43.30%	0.522396	-0.682077
March 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	737.02	1714	0.43	0.00%	0	3	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1235.96	1714	0.72	0.00%	0	3	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	1972.88	1714	1.15	0.00%	0	3	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	3264.34	3795	0.86	0.00%	0	3	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8121.30	3795	2.10	0.00%	0	3	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11405.64	3795	2.99	0.00%	0	3	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8027.76	7719	1.04	0.00%	0	3	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	6542.40	7719	0.85	0.00%	0	3	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	14570.16	7719	1.89	0.00%	0	3	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2299.50	1095	2.10	0.00%	0	4	0.00%	0.00%	0.00%	0.00%
March 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	635.60	1095	0.58	0.00%	0	4	0.00%	0.00%	0.00%	0.00%
March 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	3935.10	1095	3.56	0.00%	0	4	0.00%	0.00%	0.00%	0.00%
March 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3892.34	6871	0.57	0.00%	0	3	66.67%	47.14%	-1.024665	-1.62297
March 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	7477.26	13118	0.57	0.00%	0	3	66.67%	47.14%	-1.024665	-1.62297
March 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	ACCEPT	Diagnostic	N/A	11079.60	6871	1.66	0.00%	0	3	66.67%	47.14%	-1.024665	-1.62297
March 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	268.00	1072	0.25	0.00%	0	4	0.00%	0.00%	0.00%	0.00%
March 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	833.55	1985	0.42	0.00%	0	4	0.00%	0.00%	0.00%	0.00%
March 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1244.16	972	1.28	0.00%	0	4	0.00%	0.00%	0.00%	0.00%
March 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2385.71	1985	1.19	0.00%	0	4	0.00%	0.00%	0.00%	0.00%
March 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2346.00	3450	0.68	0.00%	0	4	0.00%	0.00%	0.00%	0.00%
March 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	52038.72	2726	19.02	0.00%	0	4	0.00%	0.00%	0.00%	0.00%
March 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	54384.72	3450	15.76	0.00%	0	4	0.00%	0.00%	0.00%	0.00%
March 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation)	XML Request/Response	Diagnostic	N/A	8373.10	4536	1.85	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7248.67	4719	1.53	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67292.88	6716	9.73	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	26232.15	6321	4.15	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	47050.96	3368	13.67	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	3882.75	775	5.01	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	14096.64	4776	3.14	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Connecting For Assign XML)	XML Request/Response	Diagnostic	N/A	3795.60	3163	1.20	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	5626.95	1631	3.45	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-PARTS	Diagnostic	N/A	3	22	72.72%	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	121	144	84.03%	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	163	764	99.39%	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-PARTS	Diagnostic	N/A	3	3	100.00%	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	121	124	97.58%	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Product Aggregate	Diagnostic	N/A	20.46	20	102	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Resale Aggregate	Benchmark	N/A	95.00%	29	100.00%	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Unbundled Loop AGG-ELS	Benchmark	N/A	95.00%	90	100.00%	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	LNP	Benchmark	N/A	149	149	100.00%	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Resale Aggregate	Benchmark	N/A	13	13	100.00%	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Unbundled Loop AGG-ELS	Benchmark	N/A	36	36	100.00%	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	LNP	Benchmark	N/A	53	54	88.15%	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Unbundled Loop AGG-ELS	Benchmark	N/A	85.00%	1	100.00%	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	LIS Trunk	Benchmark	N/A	1	1	100.00%	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Unbundled Loops and Number Portability	Benchmark	N/A	145	145	100.00%	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	UNEs and Resale Aggregate	Diagnostic	N/A	187.650	197.650	100.00%	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Billing Accuracy - Adjustments for Errors	Diagnostic	N/A	130	130	100.00%	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Billing Accuracy - Adjustments for Errors	Parity	N/A	416	416	100.00%	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	UNEs and Resale Aggregate	Diagnostic	N/A	130	130	100.00%	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Reciprocal Compensation	Diagnostic	N/A	2.967.622	2.759.277	1.08	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	LDB	Diagnostic	N/A	1059.79	3.610	0.29	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	All	Diagnostic	N/A	27.260	27.260	100.00%	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Director Listing	Diagnostic	N/A	27.260	27.260	100.00%	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	IMAGUI	Diagnostic	N/A	27.260	27.260	100.00%	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	SA	Diagnostic	N/A	27.260	27.260	100.00%	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	XML	Diagnostic	N/A	27.260	27.260	100.00%	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	EBTA	Diagnostic	N/A	38.880	38.880	100.00%	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Repair/CI	Diagnostic	N/A	37.860	37.860	100.00%	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	System Availability - ASR	Diagnostic	N/A	24.720	24.720	100.00%	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	System Availability - ASR	Diagnostic	N/A	0	0	0.00%	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	Timely Outage Resolution after Software Releases	Diagnostic	N/A	0	0	0.00%	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	All Trouble Closed w/ 4 Hours-Zone 2	Diagnostic	N/A	0	0	0.00%	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually	All Trouble Closed w/ 4 Hours-Zone 2	Parity	N/A	0	0	0.00%	0.00%	0	2	50.00%	15.07	-1.5662	-1.952182
March 2017	Pre-Ordering	PO-2X	Electronic LSRs Requested Manually													

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Month	PIB Category	PIB	PIB Title	Product Category	Standard	Benchmark	CLEO Numerator	CLEO Denominator	CLEC Result	CLEO Standard	CT-LQ Numerator	CT-LQ Denominator	CT-LQ Result	CT-LQ Standard Deviation	Modified Z Score	Parity Score
February 2017	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	5	28	17.86%	38.30%	48	370	12.97%	33.60%	0.492856	-0.700104
February 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	50	0.00%		3	186	1.61%	12.60%	-0.802749	-1.488645
February 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	11,348	0.00%		0	12,181	0.00%			
February 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	53	0.00%		288	16,286	1.65%	12.72%	-0.940147	-1.571560
February 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%		3	79	0.33%	12.63%	-0.128043	-1.077844
February 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Coated	Parity	N/A	3	232	1.29%	7.25%	0	48	0.00%	12.43%	-1.473207	-1.572910
February 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 3 Wire Non-Coated	Parity	N/A	7	654	1.07%	11.30%	0	48	0.00%	11.70%	-1.103471	-1.507449
February 2017	Network Performance	NI-1A	Trunk Blockage to CT-LQ Tandem Oic w/ TSSR and	Unbundled Loop Analog	Parity	N/A	28	4,839	0.58%	7.58%	3	101	1.57%	11.70%	-1.507449	-3.692444
February 2017	Network Performance	NI-1B	Trunk Blockage to CT-LQ Tandem Oic w/ TSSR and	LIS Trunk	Parity	N/A	0	840	0.00%	0.00%	0	840	0.00%			-3
February 2017	Network Performance	NI-1C	Trunk Blockage to CT-LQ Tandem Oic w/ TSSR and	LIS Trunk	Parity	N/A	0	840	0.00%	0.00%	0	840	0.00%			-3
February 2017	Network Performance	NI-1D	Trunk Blockage to CT-LQ Tandem Oic w/ TSSR and	LIS Trunk	Diagnostic	N/A	0	840	0.00%	0.00%	0	840	0.00%			-3
February 2017	Ordering and Provisioning	OP-3E	Internal Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	15	9	100.00%		9	9	100.00%			
February 2017	Ordering and Provisioning	OP-3E	Internal Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	15	18	83.33%		18	18	100.00%			
February 2017	Ordering and Provisioning	OP-4E	Internal Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	22	9	2.44		9	9	100.00%			
February 2017	Ordering and Provisioning	OP-4E	Internal Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	67	13	5.15		13	13	100.00%			
February 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	9	9	100.00%	0.00%	122	126	96.83%	17.53%	-0.924511	-1.014602
February 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Benchmark	95.00%	18	19	94.74%	22.33%	122	126	96.83%	17.53%	-0.924511	-1.014602
February 2017	Ordering and Provisioning	OP-3C	Number Portability Timeliness without Loop Coed	LBP	Benchmark	164	164	164	100.00%		164	164	100.00%			
February 2017	Ordering and Provisioning	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6314.55	19,135	0.33		19,135	19,135	1.23			
February 2017	Ordering and Provisioning	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15756.30	12,810	1.23		12,810	12,810	1.23			
February 2017	Ordering and Provisioning	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22070.85	19,135	1.15		19,135	19,135	1.15			
February 2017	Ordering and Provisioning	PO-1-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3210.00	4,280	0.75		4,280	4,280	0.75			
February 2017	Ordering and Provisioning	PO-1-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3713.36	4,280	0.87		4,280	4,280	0.87			
February 2017	Ordering and Provisioning	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	738.74	1,718	0.43		1,718	1,718	0.43			
February 2017	Ordering and Provisioning	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1262.52	1,718	1.08		1,718	1,718	1.08			
February 2017	Ordering and Provisioning	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	2001.26	1,718	1.16		1,718	1,718	1.16			
February 2017	Ordering and Provisioning	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3414.93	3,837	0.89		3,837	3,837	0.89			
February 2017	Ordering and Provisioning	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8081.22	3,794	2.13		3,794	3,794	2.13			
February 2017	Ordering and Provisioning	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11496.15	7,631	3.00		7,631	7,631	3.00			
February 2017	Ordering and Provisioning	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8540.74	7,982	1.07		7,982	7,982	1.07			
February 2017	Ordering and Provisioning	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15		5,640	5,640	1.15			
February 2017	Ordering and Provisioning	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	15026.74	13,622	1.88		13,622	13,622	1.88			
February 2017	Ordering and Provisioning	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2319.76	1,984	2.14		1,984	1,984	2.14			
February 2017	Ordering and Provisioning	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	678.30	1,980	0.57		1,980	1,980	0.57			
February 2017	Ordering and Provisioning	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2998.06	1,084	2.77		1,084	1,084	2.77			
February 2017	Ordering and Provisioning	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3389.30	6,265	0.54		6,265	6,265	0.54			
February 2017	Ordering and Provisioning	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7588.00	13,550	0.56		13,550	13,550	0.56			
February 2017	Ordering and Provisioning	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	10987.30	19,815	1.75		19,815	19,815	1.75			
February 2017	Ordering and Provisioning	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	259.92	1,083	0.24		1,083	1,083	0.24			
February 2017	Ordering and Provisioning	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	828.66	1,973	0.42		1,973	1,973	0.42			
February 2017	Ordering and Provisioning	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1284.90	973	1.30		973	973	1.30			
February 2017	Ordering and Provisioning	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2519.28	3,469	1.19		3,469	3,469	1.19			
February 2017	Ordering and Provisioning	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	53829.15	2,801	19.15		2,801	2,801	19.15			
February 2017	Ordering and Provisioning	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	56158.43	3,499	16.05		3,499	3,499	16.05			
February 2017	Ordering and Provisioning	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	110087.58	6,299	18.55		6,299	6,299	18.55			
February 2017	Ordering and Provisioning	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8389.75	4,555	1.85		4,555	4,555	1.85			
February 2017	Ordering and Provisioning	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7748.67	4,479	1.73		4,479	4,479	1.73			
February 2017	Ordering and Provisioning	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	68191.76	6,916	9.86		6,916	6,916	9.86			
February 2017	Ordering and Provisioning	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26127.54	6,311	4.14		6,311	6,311	4.14			
February 2017	Ordering and Provisioning	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46713.86	3,468	13.47		3,468	3,468	13.47			
February 2017	Ordering and Provisioning	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3981.25	775	5.15		775	775	5.15			
February 2017	Ordering and Provisioning	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	14884.00	4,760	3.15		4,760	4,760	3.15			
February 2017	Ordering and Provisioning	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	5612.12	1,622	3.46		1,622	1,622	3.46			
February 2017	Ordering and Provisioning	PO-2A	All Electronic LSTRs	LBP	Diagnostic	N/A	236	305	77.38%		305	305	77.38%			
February 2017	Ordering and Provisioning	PO-2A	All Electronic LSTRs	Resale Aggregate w/0 UNE-P-FOTS	Diagnostic	N/A	0	1	0.00%		1	1	0.00%			
February 2017	Ordering and Provisioning	PO-2A	All Electronic LSTRs	Unbundled Loop Aggregate	Diagnostic	N/A	158	179	88.27%		179	179	88.27%			
February 2017	Ordering and Provisioning	PO-2B	All Flow-through Eligible LSTRs	LBP	Diagnostic	N/A	236	237	99.58%		237	237	99.58%			
February 2017	Ordering and Provisioning	PO-2B	All Flow-through Eligible LSTRs	Unbundled Loop Aggregate	Diagnostic	N/A	158	158	100.00%		158	158	100.00%			
February 2017	Ordering and Provisioning	PO-3C	LSTRs received via facsimile	Product Aggregate	Diagnostic	N/A	46.11	1	46.11%		1	1	46.11%			
February 2017	Ordering and Provisioning	PO-3X	Electronic LSTRs Requested Manually	Resale Aggregate	Diagnostic	N/A	37.27	28	1.20		28	28	1.20			
February 2017	Ordering and Provisioning	PO-5A(a)	Foos on Time for Fully Electronic LSTRs	Unbundled Loop AGC-EELS	Benchmark	95.00%	8	8	100.00%		8	8	100.00%			
February 2017	Ordering and Provisioning	PO-5A(a)	Foos on Time for Fully Electronic LSTRs	LBP	Benchmark	95.00%	158	158	100.00%		158	158	100.00%			
February 2017	Ordering and Provisioning	PO-5A(a)	Foos on Time for Fully Electronic LSTRs	Resale Aggregate	Benchmark	95.00%	211	211	100.00%		211	211	100.00%			
February 2017	Ordering and Provisioning	PO-5B(a)	Foos on Time for Electronic/Manual LSTRs	Unbundled Loop AGC-EELS	Benchmark	90.00%	11	11	100.00%		11	11	100.00%			
February 2017	Ordering and Provisioning	PO-5B(b)	Foos on Time for Electronic/Manual LSTRs	Unbundled Loop AGC-EELS	Benchmark	90.00%	24	24	100.00%		24	24	100.00%			
February 2017	Ordering and Provisioning	PO-5B(c)	Foos on Time for Electronic/Manual LSTRs	LBP	Benchmark	90.00%	48	48	100.00%		48	48	100.00%			
February 2017	Ordering and Provisioning	PO-5B(c)	Foos on Time for Electronic/Manual LSTRs	Unbundled Loops and Number Parity	Parity	N/A	0	3	0.00%		3	3	0.00%			
January 2017	Billing	BI-2	Invoiced Delivered within 10 Days	Unbundled Loops and Number Parity	Parity by Design	N/A	138	139	99.28%	0.00%	0	10	0.00%	0.00%		
January 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	Unbundled Loops and Number Parity	Diagnostic	N/A	202.878	202.878	100.00%		202.878	202.878	100.00%			
January 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Unbundled Loops and Number Parity	Diagnostic	N/A	1.347	1.347	100.00%		1.347	1.347	100.00%			
January 2017	Billing	BI-4A	UnES and Resale Aggregate	UnES and Resale Aggregate	Parity	N/A	281	281	100.00%		281	281	100.00%			
January 2017	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Diagnostic	N/A	1,123	1,123	100.00%	0.00%	4,021	4,032	99.73%	5.22%	-0.847721	-1.515376

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CT-Q Numerator	CT-Q Denominator	CT-Q Result	CT-Q Standard Deviation	Modified Z Score	Priority Score
January 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47120.81	3372	13.97							
January 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Mail Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	15657.00	795	5.05							
January 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Alert XML)	XML Request/Response	Diagnostic	N/A	3895.20	4789	3.15							
January 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3249	120	1.20							
January 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Connecting Pre-Assign XML)	XML Request/Response	Diagnostic	N/A	5612.12	3249	3.46							
January 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-FOTS	Diagnostic	N/A	172	225	76.44%							
January 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-FOTS	Diagnostic	N/A	3	5	60.00%							
January 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-FOTS	Diagnostic	N/A	155	245	63.27%							
January 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-FOTS	Diagnostic	N/A	172	173	99.42%							
January 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-FOTS	Diagnostic	N/A	3	3	100.00%							
January 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-FOTS	Diagnostic	N/A	155	155	100.00%							
January 2017	Pre-Ordering	PO-3A	Electronic LSRs Requested Manually	Product Aggregate	Diagnostic	N/A	9.41	17	0.34							
January 2017	Pre-Ordering	PO-3A	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	N/A	12	12	100.00%							
January 2017	Pre-Ordering	PO-3A	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	N/A	152	152	100.00%							
January 2017	Pre-Ordering	PO-3A	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	N/A	161	161	100.00%							
January 2017	Pre-Ordering	PO-3B	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	5	5	100.00%							
January 2017	Pre-Ordering	PO-3B	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	90	90	100.00%							
January 2017	Pre-Ordering	PO-3B	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	41	41	100.00%							
January 2017	Pre-Ordering	PO-3C	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	N/A	1	1	100.00%							
January 2017	Pre-Ordering	PO-3C	Unbundled Loops	LNP	Benchmark	N/A	0	0	0.00%							
January 2017	Pre-Ordering	PO-3C	Unbundled Loops	LNP	Benchmark	N/A	0	2	0.00%							
December 2016	Billing	BI-2	Invoicing Delivered within 10 Days	LIS Trunks	Parity by Design	N/A	188	188	100.00%							
December 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	159.178	159.178	100.00%							
December 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Residential Compensation	Diagnostic	N/A	1.103	1.103	100.00%							
December 2016	Billing	BI-4A	UNEs and Resale Aggregate	Residential Compensation	Parity	N/A	448	448	100.00%							
December 2016	Billing	BI-4B	UNEs and Resale Aggregate	Residential Compensation	Parity	N/A	1.103	1.103	100.00%							
December 2016	Database Updates	DB-1B	Residential Compensation (KOU)	Residential Compensation	Diagnostic	N/A	3,468.488	3,468.488	100.00%							
December 2016	Database Updates	DB-1C	All	Residential Compensation	Diagnostic	N/A	1,103	1,103	100.00%							
December 2016	Database Updates	DB-1C	All	Residential Compensation	Diagnostic	N/A	3,468.488	3,468.488	100.00%							
December 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	MAAGU	Diagnostic	N/A	886.55	3,674	0.24							
December 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	MAAGU	Diagnostic	N/A	30.420	30.420	100.00%							
December 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30.420	30.420	100.00%							
December 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43.140	43.140	100.00%							
December 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41.925	41.925	100.00%							
December 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	Residential	Diagnostic	N/A	22.500	22.500	100.00%							
December 2016	Electronic Gateway Availability	GA-7	Times/Charge Resolution after Software Releases	ALL	Diagnostic	N/A	0	0	0.00%							
December 2016	Maintenance and Repair	MR-5B	All Trouble Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	5	20.00%							
December 2016	Maintenance and Repair	MR-5B	All Trouble Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	5	20.00%							
December 2016	Maintenance and Repair	MR-5A	Out of Service Cleared w/ 24 Hours	Business	Parity	N/A	19.58	2	0.00%							
December 2016	Maintenance and Repair	MR-5A	Out of Service Cleared w/ 24 Hours	Business	Parity	N/A	22.31	1	0.00%							
December 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	37.27	5	7.29							
December 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	565.23	50	11.18							
December 2016	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%							
December 2016	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	5	0.00%							
December 2016	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	5	0.00%							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	2	2	100.00%							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	55	55	100.00%							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	12.184	0	0.00%							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	0	0	0.00%							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	11.82	55	13.38%							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	0	1	0.00%							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	832	0	0.00%							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	254	0	0.00%							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	5	5	100.00%							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	5	5	100.00%							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	5,145	1	0.00%							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	1	1	100.00%							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	1,598	1	0.00%							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	888	888	100.00%							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	1,568	1,568	100.00%							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	0	0	0.00%							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	0	0	0.00%							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	112	3	37.33							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	3	3	100.00%							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	10	10	100.00%							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	10	10	100.00%							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	24	24	100.00%							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	29	29	100.00%							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	74	15	4.33							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	10	10	100.00%							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	1	1	100.00%							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	1	1	100.00%							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	23	23	100.00%							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	24	24	100.00%							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	23	23	100.00%							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	23	23	100.00%							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	23	23	100.00%							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	23	23	100.00%							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	23	23	100.00%							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	23	23	100.00%							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	23	23	100.00%							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	23	23	100.00%							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	23	23	100.00%							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended Loops - DS1 Capable	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	23	23	100.00%							
December 2016	Maintenance and Repair	MR-8	Enhanced Extended													

Month	PID Category	PID	PID Title	PID Title	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CT-Q Numerator	CT-Q Denominator	CT-Q Result	CT-Q Standard Deviation	Modified Z Score	Parity Score
November 2016	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Product Category	Parity	N/A	3	62	4.8%	21.46%	9	199	4.52%	20.78%	-0.18951	-1.13025
November 2016	Maintenance and Repair	MR-8	Trouble Rate	US Trunk	Parity	N/A	0	12,860	0.00%	0.00%	1	12,216	0.00%	0.90%	-0.107771	-1.430294
November 2016	Maintenance and Repair	MR-8	Trouble Rate	Sub-Loop UNBUNDLING	Parity	N/A	0	88	0.00%	0.00%	289	16,838	1.71%	12.95%	-1.001674	-1.608875
November 2016	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	1	0.00%	5.99%	0	198	0.00%	-0.217669	-1.132333	-3
November 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 3 Wire Non-cabled	Parity	N/A	5	832	0.36%	13.84%	0	51	0.00%	-0.929638	-1.595578	-3
November 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	30	733	1.23%	11.01%	0	204	0.00%	0.231918	-0.848845	-3
November 2016	Network Performance	NI-1A	Trunk Blockage to CT-Q Tandem Oic w TOSR exci	US Trunk	Parity	N/A	0	5,788	0.00%	11.01%	9	204	0.00%	0.231918	-0.848845	-3
November 2016	Network Performance	NI-1B	Trunk Blockage to CT-Q End Oic w TOSR exci	US Trunk	Parity	N/A	0	1,512	0.00%	0.00%	0	204	0.00%	0.231918	-0.848845	-3
November 2016	Network Performance	NI-1C	Trunk Blockage to CT-Q Tandem Oic w TOSR exci	US Trunk	Parity	N/A	0	888	0.00%	0.00%	0	204	0.00%	0.231918	-0.848845	-3
November 2016	Network Performance	NI-1D	Trunk Blockage to CT-Q End Oic w TOSR exci	US Trunk	Parity	N/A	0	1,536	0.07%	0.00%	0	204	0.00%	0.231918	-0.848845	-3
November 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	78	888	0.00%	0.00%	78	888	0.00%	0.00%	0.00%	0.00%
November 2016	Ordering and Provisioning	OP-15B-RD	Pending Order Delays for Facilities	Unbundled Loop Analog	Parity	N/A	2	1	100.00%	0.00%	1	100.00%	0.00%	0.00%	0.00%	0.00%
November 2016	Ordering and Provisioning	OP-3E	Internal Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	2	7	100.00%	0.00%	4	4	100.00%	0.00%	0.00%	0.00%
November 2016	Ordering and Provisioning	OP-3E	Internal Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	7	7	100.00%	0.00%	7	7	100.00%	0.00%	0.00%	0.00%
November 2016	Ordering and Provisioning	OP-4E	Internal Zone 2 Areas	US Trunk	Parity	N/A	36	2	18.00%	0.00%	2	18.00%	0.00%	0.00%	0.00%	0.00%
November 2016	Ordering and Provisioning	OP-4E	Internal Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	21	7	3.00	0.00%	7	7	100.00%	0.00%	0.00%	0.00%
November 2016	Ordering and Provisioning	OP-4E	Internal Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	35	2	100.00%	0.00%	2	2	100.00%	0.00%	0.00%	0.00%
November 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	US Trunk	Parity	N/A	2	7	100.00%	0.00%	4	4	100.00%	0.00%	0.00%	0.00%
November 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	7	7	100.00%	0.00%	7	7	100.00%	0.00%	0.00%	0.00%
November 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	6	6	85.71%	34.99%	6	7	85.71%	34.99%	0.00%	0.00%
November 2016	Ordering and Provisioning	OP-9C	Number Priority, Timeliness without Loop Cord	LNP	Benchmark	95.00%	188	168	100.00%	0.00%	141	150	94.00%	23.75%	0.318546	-0.806337
November 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	6,417.18	19,446	19,446	0.33	1.20	9	7	100.00%	3.9614	-0.848124	-1.394032
November 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	1,5693.60	13,078	13,078	1.20	1.14	9	7	100.00%	45.45%	3.719016	1.261001
November 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	22110.78	19,446	19,446	1.14	1.14	9	7	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	3,012.24	4,267	4,267	0.72	0.84	9	9	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	3,984.94	4,267	4,267	0.84	0.84	9	9	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	704.38	1,718	1,718	0.41	0.41	9	9	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	1,314.88	1,252	1,252	1.05	1.05	9	9	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	2,019.88	1,718	1,718	1.18	1.18	9	9	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	3,083.87	3,807	3,807	0.81	0.81	9	9	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	795.00	3,850	3,850	2.18	2.18	9	9	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	11,040.57	3,807	3,807	2.90	2.90	9	9	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	8,012.59	7,351	7,351	1.05	1.05	9	9	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	6,542.40	5,840	5,840	1.16	1.16	9	9	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	14,554.99	7,351	7,351	1.98	1.98	9	9	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Part Inquiry)	REQUEST	Diagnostic	2,284.37	1,093	1,093	2.09	2.09	9	9	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Part Inquiry)	RESPONSE	Diagnostic	603.72	1,161	1,161	0.52	0.52	9	9	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Part Inquiry)	TOTAL	Diagnostic	2,888.09	1,093	1,093	2.64	2.64	9	9	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	3,864.08	6,793	6,793	0.56	0.56	9	9	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	7,014.70	12,754	12,754	0.55	0.55	9	9	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	10,878.78	6,793	6,793	1.59	1.59	9	9	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	288.75	1,075	1,075	0.25	0.25	9	9	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	1,731.05	1,860	1,860	0.39	0.39	9	9	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	1,983.39	1,860	1,860	1.29	1.29	9	9	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	2,283.19	1,860	1,860	1.22	1.22	9	9	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	2,006.04	3,484	3,484	0.66	0.66	9	9	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	5,559.87	2,787	2,787	19.09	15.89	9	9	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	7,565.91	3,484	3,484	15.89	15.89	9	9	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation XML)	REQUEST	Diagnostic	6,593.70	4,523	4,523	1.90	1.90	9	9	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation XML)	RESPONSE	Diagnostic	7,830.09	4,579	4,579	1.71	1.71	9	9	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation XML)	TOTAL	Diagnostic	14,423.79	4,579	4,579	3.61	3.61	9	9	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check XML)	REQUEST	Diagnostic	6,786.72	6,321	6,321	0.92	0.92	9	9	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check XML)	RESPONSE	Diagnostic	261,668.94	6,321	6,321	4.14	4.14	9	9	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools XML)	REQUEST	Diagnostic	4,070.96	3,386	3,386	1.397	1.397	9	9	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools XML)	RESPONSE	Diagnostic	4,011.35	3,386	3,386	5.11	5.11	9	9	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Alert XML)	REQUEST	Diagnostic	1,597.40	4,780	4,780	3.23	3.23	9	9	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Alert XML)	RESPONSE	Diagnostic	3,775.20	3,746	3,746	1.30	1.30	9	9	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Alert XML)	TOTAL	Diagnostic	5,612.12	1,622	1,622	3.46	3.46	9	9	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-2A	All Electronic LSRS	LNP	Diagnostic	N/A	140	103	72.54%	0.00%	5	5	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-2A	All Electronic LSRS	Resale Aggregate W/O UNE-F-POTS	Diagnostic	N/A	65	65	20.00%	0.00%	83	83	69.89%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRS	Unbundled Loop Aggregate	Diagnostic	N/A	140	142	98.59%	0.00%	142	142	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRS	Resale Aggregate W/O UNE-F-POTS	Diagnostic	N/A	65	66	98.48%	0.00%	66	66	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-3X	All Flow-through Eligible LSRS	Product Aggregate	Diagnostic	N/A	19.13	12	1.36	1.36	1	1	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-3A(a)	FOCS on Time for Fully Electronic LSRS	Resale Aggregate	Benchmark	95.00%	1	1	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-3A(b)	FOCS on Time for Fully Electronic LSRS	Unbundled Loop AGC-EELs	Benchmark	95.00%	99	99	100.00%	0.00%	99	99	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-3A(c)	FOCS on Time for Fully Electronic LSRS	LNP	Benchmark	95.00%	132	132	100.00%	0.00%	132	132	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-3B(a)	FOCS on Time for Electronic/Manual LSRS	Resale Aggregate	Benchmark	90.00%	1	1	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-3B(b)	FOCS on Time for Electronic/Manual LSRS	Unbundled Loop AGC-EELs	Benchmark	90.00%	29	30	96.67%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Party Score
October 2016	Pre-Ordering	PO-1-NIA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	6694.08	12,952	0.54	43.30%	1	2	50.00%	-0.01373	-1.008373	
October 2016	Pre-Ordering	PO-1-NIA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	10763.44	6,731	1.63	0.00%	27	75	38.00%	-0.371149	-1.225843	
October 2016	Pre-Ordering	PO-1-NIA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	250.47	1,089	0.23	0.00%	2032117	288	73.50	0.417928	-0.745918	
October 2016	Pre-Ordering	PO-1-NIA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	126.96	1,922	0.38	0.00%	7	2	3.57	1.425544	-0.133331	
October 2016	Pre-Ordering	PO-1-NIA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	126.96	1,922	0.38	0.00%	7	2	3.57	1.425544	-0.133331	
October 2016	Pre-Ordering	PO-1-NIA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2268.53	3,632	1.30	0.00%	44	279	15.77%	-0.431932	-1.262586	
October 2016	Pre-Ordering	PO-1-NIA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2261.64	3,632	0.82	0.00%	0	2	0.00%	-1.067571	-1.546037	
October 2016	Pre-Ordering	PO-1-NIA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	53160.40	2,730	19.48	0.00%	58	407	14.23%	-1.692889	-2.028398	
October 2016	Pre-Ordering	PO-1-NIA GUI	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	54542.24	3,632	15.26	0.00%	2	206	0.97%	-0.704027	-1.428018	
October 2016	Pre-Ordering	PO-1-NIA GUI	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8412.78	4,523	1.86	0.00%	0	12,806	0.00%	-0.087113	-1.052961	
October 2016	Pre-Ordering	PO-1-NIA GUI	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7801.30	4,589	1.70	0.00%	0	205	0.00%	-0.090117	-1.060198	
October 2016	Pre-Ordering	PO-1-NIA GUI	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	66903.48	6,876	9.73	0.00%	2	57	0.00%	-0.448439	-1.270443	
October 2016	Pre-Ordering	PO-1-NIA GUI	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	26127.54	6,311	4.14	0.00%	0	211	0.09%	-0.278866	-0.831665	
October 2016	Pre-Ordering	PO-1-NIA GUI	Pre-Order Response Times (Mail Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4847.96	3,488	1.37	0.00%	2	211	0.95%	-0.278866	-0.831665	
October 2016	Pre-Ordering	PO-1-NIA GUI	Pre-Order Response Times (Service Mail XML)	XML Request/Response	Diagnostic	N/A	4037.60	784	5.15	0.00%	1	2241	1.44%	-4.833521	-3.938666	
October 2016	Pre-Ordering	PO-1-NIA GUI	Pre-Order Response Times (Connecting Fac Assign XML)	XML Request/Response	Diagnostic	N/A	16703.10	4,886	3.35	0.00%	1	279	0.09%	-0.651567	-1.398307	
October 2016	Pre-Ordering	PO-2A	All Electronic STRs	Resale Aggregate W/O UNE-POTS	Diagnostic	N/A	0	3	0.00%	0.00%	1,536	1,536	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-2A	All Electronic STRs	Unbundled Loop Aggregate	Diagnostic	N/A	108	135	80.00%	0.00%	888	888	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-2B	All Flow-through Eligible STRs	Unbundled Loop Aggregate	Diagnostic	N/A	167	167	100.00%	0.00%	1,536	1,536	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-2B	All Flow-through Eligible STRs	Unbundled Loop Aggregate	Diagnostic	N/A	108	108	100.00%	0.00%	1,536	1,536	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Product Aggregate	Benchmark	N/A	28.46	105	1.55	100.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	105	105	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	158	158	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	25	25	96.15%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	85.00%	85.00%	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	167	167	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	170,989	171,073	99.94%	0.00%	5,241	5,257	99.70%	5.51%	-0.346796	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	327	328	99.70%	0.00%	5,241	5,257	99.70%	5.51%	-0.346796	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	1,049	1,049	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	3,614.684	3,654.854	1.04	0.20	1	2	50.00%	-0.01373	-1.008373	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	866.77	4,244	0.20	0.00%	1	2	50.00%	-0.01373	-1.008373	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	29,520	29,520	100.00%	0.00%	27	75	38.00%	-0.371149	-1.225843	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	26,520	26,520	100.00%	0.00%	2032117	288	73.50	0.417928	-0.745918	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	41,760	41,760	100.00%	0.00%	7	2	3.57	1.425544	-0.133331	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	40,740	40,740	100.00%	0.00%	279,007	386	71.16	-4.730722	-3.876075	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	21,960	21,960	100.00%	0.00%	44	279	15.77%	-0.431932	-1.262586	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	1,049	1,049	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	1,049	1,049	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	1,049	1,049	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	1,049	1,049	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	1,049	1,049	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	1,049	1,049	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	1,049	1,049	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	1,049	1,049	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	1,049	1,049	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	1,049	1,049	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	1,049	1,049	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	1,049	1,049	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	1,049	1,049	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	1,049	1,049	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	1,049	1,049	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	1,049	1,049	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	1,049	1,049	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	1,049	1,049	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	1,049	1,049	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	1,049	1,049	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	1,049	1,049	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	1,049	1,049	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	1,049	1,049	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	1,049	1,049	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	1,049	1,049	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	1,049	1,049	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	1,049	1,049	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	1,049	1,049	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	1,049	1,049	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	1,049	1,049	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	1,049	1,049	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	1,049	1,049	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	1,049	1,049	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October 2016	Pre-Ordering	PO-3X	Electronic STRs Requested Manually	Unbundled Loop AGG-EELs	Benchmark	N/A	1,049	1,049	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	
October																

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Month	PIB Category	PIB	PIB 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
September 2016	Ordering and Provisioning	OP-3E	Internal Zone 2 Access	Unbundled Loop - DS1 Capable	Party	N/A	1	1	100.00%	0.00%						
September 2016	Ordering and Provisioning	OP-3E	Internal Zone 2 Access	Unbundled Loop Analog	Benchmark	90.00%	26	26	100.00%							
September 2016	Ordering and Provisioning	OP-4E	Internal Zone 2 Access	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	21	7	3.00							
September 2016	Ordering and Provisioning	OP-4E	Internal Zone 2 Access	Unbundled Loop - DS1 Capable	Benchmark	5.50	4	1	4.00							
September 2016	Ordering and Provisioning	OP-4E	Internal Zone 2 Access	Unbundled Loop Analog	Benchmark	6.00	30	6	5.00							
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	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 - DS1 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%						
September 2016	Ordering and Provisioning	OP-3C	Number Portability Timeliness without Loop Cord	REQUEST	Benchmark	95.00%	347	347	100.00%							
September 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	6682.98	19,997	0.34							
September 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15762.67	13,027	1.21							
September 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22,225.65	19,997	1.14							
September 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3261.00	4,348	0.75							
September 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3769.95	4,348	0.87							
September 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	780.45	1,815	0.43							
September 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1345.68	1,246	1.08							
September 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2126.13	1,815	1.17							
September 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3350.95	3,765	0.89							
September 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7859.08	3,718	2.06							
September 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11,009.93	3,765	2.92							
September 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8026.79	7,793	1.03							
September 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6894.81	5,893	1.17							
September 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14,921.60	7,793	1.91							
September 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2329.02	1,026	2.27							
September 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	628.02	1,163	0.54							
September 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2,957.04	1,026	2.88							
September 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3481.40	6,665	0.52							
September 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7741.99	13,122	0.59							
September 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11,223.39	6,665	1.69							
September 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	ACCEPT	Diagnostic	N/A	224.07	1,067	0.21							
September 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	778.59	1,899	0.41							
September 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1,138.32	918	1.24							
September 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2,140.88	1,899	1.13							
September 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Reservation)	REQUEST	Diagnostic	N/A	2578.01	3,631	0.71							
September 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Reservation)	RESPONSE	Diagnostic	N/A	5737.32	2,812	1.91							
September 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Reservation)	TOTAL	Diagnostic	N/A	8,315.33	3,631	15.51							
September 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Scheduler XML)	XML Request/Response	Diagnostic	N/A	8597.59	4,325	1.90							
September 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Scheduler XML)	XML Request/Response	Diagnostic	N/A	7777.38	4,602	1.69							
September 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Scheduler XML)	XML Request/Response	Diagnostic	N/A	67028.84	6,897	9.72							
September 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26711.25	6,375	4.19							
September 2016	Pre-Ordering	PO-1-HMA GUI	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-HMA GUI	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3859.20	784	5.05							
September 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15150.72	4,866	3.12							
September 2016	Pre-Ordering	PO-1-HMA GUI	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-HMA GUI	Pre-Order Response Times (Reservation XML)	XML Request/Response	Diagnostic	N/A	5619.04	1,624	3.46							
September 2016	Pre-Ordering	PO-2A	AI Electronic LSRs	Resale Aggregate W/O UNE-P/PTS	Diagnostic	N/A	163	210	77.62%							
September 2016	Pre-Ordering	PO-2A	AI Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	79	129	26.00%							
September 2016	Pre-Ordering	PO-2B	AI Non-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	163	167	97.60%							
September 2016	Pre-Ordering	PO-2B	AI Non-through Eligible LSRs	Resale Aggregate W/O UNE-P/PTS	Diagnostic	N/A	2	2	100.00%							
September 2016	Pre-Ordering	PO-2C	AI Non-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	79	79	100.00%							
September 2016	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	40.38	3	13.33							
September 2016	Pre-Ordering	PO-3C	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 AGC-EELS	Benchmark	95.00%	1	1	100.00%							
September 2016	Pre-Ordering	PO-5A(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGC-EELS	Benchmark	95.00%	72	72	100.00%							
September 2016	Pre-Ordering	PO-5A(c)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGC-EELS	Benchmark	95.00%	155	155	100.00%							
September 2016	Pre-Ordering	PO-5B(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	3	3	100.00%							
September 2016	Pre-Ordering	PO-5B(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGC-EELS	Benchmark	90.00%	53	53	100.00%							
September 2016	Pre-Ordering	PO-5B(c)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGC-EELS	Benchmark	90.00%	41	42	97.82%							
September 2016	Pre-Ordering	PO-5C(a)	FOCs on Time for manual LSRs via Facsimile	Unbundled Loop AGC-EELS	Benchmark	90.00%	2	2	100.00%							
September 2016	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks	LIS Trunk	Benchmark	85.00%	1	1	100.00%							
August 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Party by Design	N/A	139	140	99.25%							
August 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNES and Resale Aggregate	Diagnostic	N/A	176.957	176.957	100.00%							
August 2016	Billing	BI-3B	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 (MOU)	Reciprocal Compensation	Party	N/A	905	905	100.00%							
August 2016	Collection	CP-2C	Collections with Interval Longer than 120 Days	All	Diagnostic	N/A	1	1	100.00%							
August 2016	Database Updates	DB-1B	All	LDB	Diagnostic	N/A	3,278.83	3,123.237	1.05							
August 2016	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1076.66	4,697	0.20							
August 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMA/GUI	Diagnostic	N/A	30,800	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 - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
August 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
August 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	Repair/GUI	Diagnostic	N/A	42,180	42,180	100.00%							

July 2017 PAP Aggregate Performance Report MDXs

Month	PD Category	PD	PD Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTI-Q Numerator	CTI-Q Denominator	CTI-Q Result	CTI-Q Standard Deviation	Modified Z Score	Parity Score	
August 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	EACOT	Diagnostic	N/A	22,860	22,860	100.00%	50.00%	1	1	100.00%	50.00%	0	-1	
August 2016	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0	0.00%	50.00%	0	0	0.00%	50.00%	0	-1	
August 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hour-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	3	3	100.00%	0.00%	0	0	0.00%	0.00%	0	0	
August 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hour-Zone 2	UNBUNDLED LOOP - 2 Wire Non-Cabled	Diagnostic	N/A	4	2	50.00%	48.69%	1	2	50.00%	50.00%	-0.604585	-1.367562	
August 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hour-Zone 2	UNBUNDLED LOOP - DS1 Capable	Diagnostic	N/A	2	2	100.00%	0.00%	0	0	0.00%	0.00%	0	0	
August 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hour-Zone 2	UNBUNDLED LOOP - DS1 Capable	Diagnostic	N/A	4	9	44.44%	0.00%	0	0	0.00%	0.00%	0	0	
August 2016	Maintenance and Repair	MR-5X	Out of Service Cleared w/ 24 Hours	Business	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%	0.00%	0	0	
August 2016	Maintenance and Repair	MR-4B	Mean Time to Restore w/ 24 Hours	RESIDENCE	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%	0.00%	0	0	
August 2016	Maintenance and Repair	MR-4C	Mean Time to Restore drp out NSA	SUB-LOOP UNBUNDLING	Parity	N/A	7,96	1	7.96%	0.00%	140	377	37.14%	49.78%	-0.90705	-1.662737	
August 2016	Maintenance and Repair	MR-4C	Mean Time to Restore on dispatch	SUB-LOOP UNBUNDLING	Parity	N/A	120,04	1	120.04%	0.00%	2370,40	42	56,47	48.32%	-0.530773	-1.201156	
August 2016	Maintenance and Repair	MR-4E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	13,27	1	13.27%	0.00%	158,14	10	15,49	35.56	-0.460743	-1.298351	
August 2016	Maintenance and Repair	MR-4E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	8,11	3	270.13%	0.00%	14,19	2	7.10	5.32	-0.0784	-1.047864	
August 2016	Maintenance and Repair	MR-4E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - 2 Wire Non-Cabled	Parity	N/A	7,21	2	360.50%	0.13	0.13	0	0	0.00%	0.00%	0	
August 2016	Maintenance and Repair	MR-4E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	47,48	9	519.00%	4.39	14,19	2	7.10	5.32	-0.427517	-1.259912	
August 2016	Maintenance and Repair	MR-7B	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	764,14	49	15.36%	32.09	25189,21	374	4,67	88.41	5.22	-3.978873	-3.308833
August 2016	Maintenance and Repair	MR-7C	Repair Report Rate-Drop out NSA	Residence	Parity	N/A	0	1	0.00%	0.00%	0	2	0.00%	0.00%	0	0	
August 2016	Maintenance and Repair	MR-7C	Repair Report Rate-Relno dispatch	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	0.00%	0	0	0.00%	0.00%	0	0	
August 2016	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	3	0.00%	0.00%	0	0	0.00%	0.00%	0	0	
August 2016	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	2	0.00%	0.00%	0	0	0.00%	0.00%	0	0	
August 2016	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	UNBUNDLED LOOP - 2 Wire Non-Cabled	Parity	N/A	0	0	0.00%	0.00%	0	0	0.00%	0.00%	0	0	
August 2016	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	31,43	9	11.11%	0.00%	31,43	2	0.00%	0.00%	0	0	
August 2016	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	49	9	18.37%	38.72%	54	2	0.97%	34.14%	0.735419	-0.525897	
August 2016	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	69	2.90%	16.78%	2	2	0.97%	9.81%	0.635709	-0.613517	
August 2016	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	0	12,068	0.00%	0.00%	0	0	0.00%	0.00%	0	0	
August 2016	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	1	57	1.75%	13.13%	328	17,654	0.00%	13.50%	-0.057802	-1.053141	
August 2016	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%	0.00%	2	206	0.97%	9.81%	-0.578684	-0.327565	
August 2016	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	838	0.36%	5.98%	0	57	0.00%	0.00%	0	0	
August 2016	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - 2 Wire Non-Cabled	Parity	N/A	2	297	0.70%	8.32%	0	0	0.00%	0.00%	0	0	
August 2016	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	49	5,427	0.90%	10.66%	2	28,636	0.94%	9.87%	-0.178925	-1.131724	
August 2016	Maintenance and Repair	MR-8B	Repair Appointments Man-Drop out NSA	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	0	0	0.00%	0.00%	401	2	0.00%	0.00%	-1.708779	-2.238427	
August 2016	Network Performance	NI-1A	Trunk Blockage to CTL-Q End Ofc w/ TCSR excl	Residence	Parity	N/A	0	1	0.00%	0.00%	31	43	72.09%	44.85%	0.537519	-0.672912	
August 2016	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TCSR excl	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	0	888	0.00%	0.00%	0	0	0.00%	0.00%	0	-3	
August 2016	Network Performance	NI-1C	Trunk Blockage to CTL-Q End Ofc w/ TCSR excl	UNBUNDLED LOOP - DS1 Capable	Diagnostic	N/A	0	0	0.00%	0.00%	0	0	0.00%	0.00%	0	-3	
August 2016	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/ TCSR excl	UNBUNDLED LOOP - DS1 Capable	Diagnostic	N/A	0	888	0.00%	0.00%	0	0	0.00%	0.00%	0	-3	
August 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	16	1	16.00%	0.00%	8,368	33	253.58	336.55	-0.695654	-1.423212	
August 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 A-axes	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	9	33	27.27%	44.54%	3.719016	1.261001	
August 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 A-axes	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	3	3	100.00%	0.00%	0.00%	0.00%	
August 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 A-axes	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	0	1	0.00%	0.00%	0.00%	0.00%	
August 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 A-axes	UNBUNDLED LOOP - DS1 COMPATIBLE	Benchmark	6.00	34	36	94.44%	0.00%	0	1	0.00%	0.00%	0.00%	0.00%	
August 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 A-axes	UNBUNDLED LOOP - DS1 COMPATIBLE	Benchmark	6.00	3	3	50.00%	0.00%	1	2	50.00%	0.00%	0.00%	0.00%	
August 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 A-axes	UNBUNDLED LOOP - DS1 Capable	Benchmark	6.00	180	36	5.00%	5.00%	0	0	0.00%	0.00%	0.00%	0.00%	
August 2016	Ordering and Provisioning	OP-4A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	3	100.00%	0.00%	3	3	100.00%	0.00%	0.00%	0.00%	
August 2016	Ordering and Provisioning	OP-4A	New Service Installation Quality	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	0.00%	
August 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%	
August 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	37	37	100.00%	0.00%	208	212	98.11%	13.61%	-0.778337	-1.473195	
August 2016	Ordering and Provisioning	OP-8C	Number Parity/ Timeliness without Loop Coord	UNBUNDLED LOOP - DS1 Capable	Benchmark	458	458	458	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	0.00%	
August 2016	Ordering and Provisioning	OP-8C	Number Parity/ Timeliness without Loop Coord	UNBUNDLED LOOP - DS1 Capable	Benchmark	6614,36	19,454	19,454	0.34	0.34	0	0	0.00%	0.00%	0.00%	0.00%	
August 2016	Ordering and Provisioning	PO-1-1MA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	15,586,80	12,689	1.20	1.20	1	1	100.00%	0.00%	0.00%	0.00%	
August 2016	Ordering and Provisioning	PO-1-1MA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	2,220,16	19,454	1.14	1.14	0	0	0.00%	0.00%	0.00%	0.00%	
August 2016	Ordering and Provisioning	PO-1-1MA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	3,332,46	4,188	0.77	0.77	0	0	0.00%	0.00%	0.00%	0.00%	
August 2016	Ordering and Provisioning	PO-1-1MA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3,868,48	4,188	0.88	0.88	0	0	0.00%	0.00%	0.00%	0.00%	
August 2016	Ordering and Provisioning	PO-1-1MA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	7,47,18	1,778	0.42	0.42	0	0	0.00%	0.00%	0.00%	0.00%	
August 2016	Ordering and Provisioning	PO-1-1MA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	1,251,60	1,192	1.05	1.05	0	0	0.00%	0.00%	0.00%	0.00%	
August 2016	Ordering and Provisioning	PO-1-1MA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1,986,78	1,778	1.12	1.12	0	0	0.00%	0.00%	0.00%	0.00%	
August 2016	Ordering and Provisioning	PO-1-1MA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3,310,75	3,695	0.89	0.89	0	0	0.00%	0.00%	0.00%	0.00%	
August 2016	Ordering and Provisioning	PO-1-1MA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	801,378	3,788	2.11	2.11	0	0	0.00%	0.00%	0.00%	0.00%	
August 2016	Ordering and Provisioning	PO-1-1MA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11,324,53	3,695	3.05	3.05	0	0	0.00%	0.00%	0.00%	0.00%	
August 2016	Ordering and Provisioning	PO-1-1MA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	815,35	7,765	1.05	1.05	0	0	0.00%	0.00%	0.00%	0.00%	
August 2016	Ordering and Provisioning	PO-1-1MA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6,722,20	5,795	1.16	1.16	0	0	0.00%	0.00%	0.00%	0.00%	
August 2016	Ordering and Provisioning	PO-1-1MA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14,875,45	7,765	1.92	1.92	0	0	0.00%	0.00%	0.00%	0.00%	
August 2016	Ordering and Provisioning	PO-1-1MA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	6,662,20	1,088	2.12	2.12	0	0	0.00%	0.00%	0.00%	0.00%	
August 2016	Ordering and Provisioning	PO-1-1MA GUI	Pre-Order Response Times (Meal Part Inquiry)	RESPONSE	Diagnostic	N/A	2,977,88	1,088	2.73	2.73	0	0	0.00%	0.00%	0.00%	0.00%	
August 2016	Ordering and Provisioning	PO-1-1MA GUI	Pre-Order Response Times (Meal Part Inquiry)	TOTAL	Diagnostic	N/A	3,713,60	6,752	0.55	0.55	0	0	0.00%	0.00%	0.00%	0.00%	
August 2016	Ordering and Provisioning	PO-1-1MA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	7,574,22	13,059	0.58	0.58	0	0	0.00%	0.00%	0.00%	0.00%	
August 2016	Ordering and Provisioning	PO-1-1MA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	1,737,82	6,752	1.67	1.67	0	0	0.00%	0.00%	0.00%	0.00%	
August 2016	Ordering and Provisioning	PO-1-1MA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	2,63,76	1,099	0.24	0.24	0	0	0.00%	0.00%	0.00%	0.00%	
August 2016	Ordering and Provisioning	PO-1-1MA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	812,21	1,981	0.41	0.41	0	0	0.00%	0.00%	0.00%	0.00%	
August 2016	Ordering and Provisioning	PO-1-1MA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1,285,92	989	1.28	1.28	0	0	0.00%	0.00%	0.00%	0.00%	
August 2016	Ordering and Provisioning	PO-1-1MA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	2,341,89	1,981	1.18	1.18	0	0	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
July 2016	Ordering and Provisioning	OP-54	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	9	10	90.00%	30.00%	142	147	96.60%	18.13%	0.43949	-0.73746
July 2016	Ordering and Provisioning	OP-3C	Number Portability Timeliness without Loop Cord	Unbundled Loop Analog	Benchmark	N/A	456	456	100.00%							
July 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	REQUEST RESPONSE	Diagnostic	N/A	6405.96	18,412	0.33							
July 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	REQUEST RESPONSE	Diagnostic	N/A	15570.00	12,975	1.20							
July 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	REQUEST RESPONSE	Diagnostic	N/A	21975.96	19,412	1.13							
July 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appl. Scheduler)	REQUEST RESPONSE	Diagnostic	N/A	3288.48	4,216	0.78							
July 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appl. Scheduler)	REQUEST RESPONSE	Diagnostic	N/A	3876.63	4,216	0.92							
July 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST RESPONSE	Diagnostic	N/A	701.51	1,711	0.41							
July 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST RESPONSE	Diagnostic	N/A	1320.90	1,295	1.02							
July 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST RESPONSE	Diagnostic	N/A	2022.41	1,711	1.18							
July 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST RESPONSE	Diagnostic	N/A	3120.92	3,869	0.82							
July 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST RESPONSE	Diagnostic	N/A	8219.67	3,869	2.13							
July 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST RESPONSE	Diagnostic	N/A	11340.59	3,869	2.98							
July 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	REQUEST RESPONSE	Diagnostic	N/A	8049.60	7,740	1.04							
July 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	REQUEST RESPONSE	Diagnostic	N/A	8893.64	5,992	1.17							
July 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	REQUEST RESPONSE	Diagnostic	N/A	14943.24	7,740	1.93							
July 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meal Point Inquiry)	REQUEST RESPONSE	Diagnostic	N/A	2305.80	1,098	2.10							
July 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meal Point Inquiry)	REQUEST RESPONSE	Diagnostic	N/A	630.18	1,167	0.54							
July 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meal Point Inquiry)	REQUEST RESPONSE	Diagnostic	N/A	2935.98	1,008	2.67							
July 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meal Point Inquiry)	REQUEST RESPONSE	Diagnostic	N/A	3818.62	6,703	0.54							
July 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	REQUEST RESPONSE	Diagnostic	N/A	7915.64	12,958	0.58							
July 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	REQUEST RESPONSE	Diagnostic	N/A	11135.26	6,703	1.66							
July 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	REQUEST RESPONSE	Diagnostic	N/A	240.46	1,093	0.22							
July 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT REQUEST	Diagnostic	N/A	794.00	1,985	0.40							
July 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT REQUEST	Diagnostic	N/A	1214.12	1,985	0.61							
July 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT REQUEST	Diagnostic	N/A	2248.58	1,985	1.13							
July 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT REQUEST	Diagnostic	N/A	2326.29	3,487	0.67							
July 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST RESPONSE	Diagnostic	N/A	52266.51	2,751	19.01							
July 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST RESPONSE	Diagnostic	N/A	54632.80	3,487	15.67							
July 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST RESPONSE	Diagnostic	N/A	8984.20	4,518	1.90							
July 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	7801.30	4,589	1.70							
July 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appl. Scheduler XML)	XML Request/Response	Diagnostic	N/A	67213.80	6,915	9.72							
July 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	26312.00	6,325	4.16							
July 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46946.20	3,380	13.89							
July 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meal Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3807.80	780	5.01							
July 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meal Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	15884.88	4,889	3.12							
July 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	3862.80	3,219	1.20							
July 2016	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	5632.88	1,628	3.46							
July 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	125	9	70.62%							
July 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	5	9	55.56%							
July 2016	Pre-Ordering	PO-2B	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	125	75	68.33%							
July 2016	Pre-Ordering	PO-2B	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	52	127	40.95%							
July 2016	Pre-Ordering	PO-2B	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	5	5	100.00%							
July 2016	Pre-Ordering	PO-2B	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	52	52	100.00%							
July 2016	Pre-Ordering	PO-2B	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	14.51	11	1.21							
July 2016	Pre-Ordering	PO-5A-4I	FOCs on Time for Fully Electronic LSRs	Product Aggregate	Benchmark	N/A	4	4	100.00%							
July 2016	Pre-Ordering	PO-5A-4I	FOCs on Time for Fully Electronic LSRs	Product Aggregate	Benchmark	N/A	47	47	100.00%							
July 2016	Pre-Ordering	PO-5A-4I	FOCs on Time for Fully Electronic LSRs	Product Aggregate	Benchmark	N/A	117	117	100.00%							
July 2016	Pre-Ordering	PO-5A-4I	FOCs on Time for Fully Electronic LSRs	Product Aggregate	Benchmark	N/A	1	1	100.00%							
July 2016	Pre-Ordering	PO-5A-4I	FOCs on Time for Fully Electronic LSRs	Product Aggregate	Benchmark	N/A	1	1	100.00%							
July 2016	Pre-Ordering	PO-5B-4I	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	24	24	100.00%							
July 2016	Pre-Ordering	PO-5B-4I	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	38	38	100.00%							
July 2016	Pre-Ordering	PO-5B-4I	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	7	7	100.00%							
July 2016	Pre-Ordering	PO-5B-4I	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	1	1	100.00%							
July 2016	Pre-Ordering	PO-5B-4I	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	1	1	100.00%							
July 2016	Pre-Ordering	PO-5B-4I	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	1	1	100.00%							
July 2016	Pre-Ordering	PO-5B-4I	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	1	1	100.00%							
July 2016	Pre-Ordering	PO-5B-4I	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	1	1	100.00%							
July 2016	Pre-Ordering	PO-5B-4I	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	1	1	100.00%							
July 2016	Pre-Ordering	PO-5B-4I	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	1	1	100.00%							
July 2016	Pre-Ordering	PO-5B-4I	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	1	1	100.00%							
July 2016	Pre-Ordering	PO-5B-4I	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	1	1	100.00%							
July 2016	Pre-Ordering	PO-5B-4I	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	1	1	100.00%							
July 2016	Pre-Ordering	PO-5B-4I	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	1	1	100.00%							
July 2016	Pre-Ordering	PO-5B-4I	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	1	1	100.00%							
July 2016	Pre-Ordering	PO-5B-4I	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	1	1	100.00%							
July 2016	Pre-Ordering	PO-5B-4I	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	1	1	100.00%							
July 2016	Pre-Ordering	PO-5B-4I	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	1	1	100.00%							
July 2016	Pre-Ordering	PO-5B-4I	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	1	1	100.00%							
July 2016	Pre-Ordering	PO-5B-4I	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	1	1	100.00%							
July 2016	Pre-Ordering	PO-5B-4I	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	1	1	100.00%							
July 2016	Pre-Ordering	PO-5B-4I	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	1	1	100.00%							
July 2016	Pre-Ordering	PO-5B-4I	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	1	1	100.00%							
July 2016	Pre-Ordering	PO-5B-4I	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	1	1	100.00%							
July 2016	Pre-Ordering	PO-5B-4I	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	1	1	100.00%							
July 2016	Pre-Ordering	PO-5B-4I	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	1	1	100.00%							
July 2016	Pre-Ordering	PO-5B-4I	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	1	1	100.00%							
July 2016	Pre-Ordering	PO-5B-4I	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	1	1	100.00%							
July 2016	Pre-Ordering	PO-5B-4I	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	1	1	100.00%							
July 2016	Pre-Ordering	PO-5B-4I	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	1	1	100.00%							
July 2016	Pre-Ordering	PO-5B-4I	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	1	1	100.00%							
July 2016	Pre-Ordering	PO-5B-4I	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	1	1	100.00%							
July 2016	Pre-Ordering	PO-5B-4I	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	1	1	100.00%							
July 2016	Pre-Ordering	PO-5B-4I	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	1	1	100.00%							