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200 South 5<sup>th</sup> Street, Room 2100  
Minneapolis, MN 55402  
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Andrew Schriener  
State Legislative Affairs Director



December 20, 2018



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

**Re: In the Matter of Qwest Corporation dba CenturyLink QC's PIDs and PAP Revision  
Case No. PU-18-3**

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 November 2017 through November 2018;  
and
2. Payment Report for the month of October 2018.

Sincerely,

A handwritten signature in black ink that reads "Andrew R. Schriener".

Andrew Schriener  
State Legislative Affairs Director

AS/bardm

Enclosures

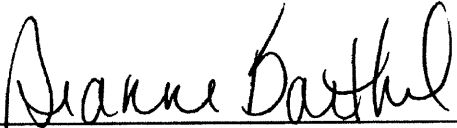
**CERTIFICATE OF SERVICE**

I hereby certify that on this 20th day of December, 2018, the foregoing Performance Results Report for the months of November 2017 through November 2018 and the Payment Report for the month of October 2018 were served upon the following party:

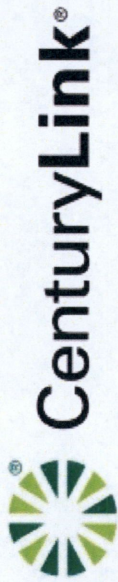
Mr. Darrell Nitschke  
Executive Secretary  
North Dakota Public Service Commission  
600 East Boulevard Avenue, 12<sup>th</sup> Floor  
Bismarck, ND 58505-0480

and copies sent electronically, addressed to the following:

Andrew Schriener  
State Legislative Affairs Director  
CenturyLink  
200 South 5<sup>th</sup> Street  
Minneapolis, MN 55402

  
\_\_\_\_\_  
Dianne Barthel





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

### **North Dakota November 2017 - November 2018**

*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.*

December 12, 2018

CenturyLink QC Performance Results – Current 271 PID

Nov 2018 PAP Aggregate Performance Report ND.xls

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Party Score
November 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Party by Design	N/A	113	113	100.00%							
November 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNES and Resale Aggregate	Diagnostic	N/A	108,423	108,423	100.00%							
November 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Party	N/A	279	279	100.00%							
November 2018	Billing	BI-4A	UNES and Resale Aggregate	UNES and Resale Aggregate	Party	N/A	297	297	100.00%							
November 2018	Billing	BI-4B	Reciprocal Compensation (MCU)	Reciprocal Compensation	Party	N/A	279	279	98.87%		2,847	2,872	96.06%	9.63%	-1.58855	-1.965956
November 2018	Database Updates	DB-1B	All	LDB	Diagnostic	N/A	3,256,857	3,214,685	1.01							
November 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	359,277	2,564	0.14							
November 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	28,520	28,520	100.00%							
November 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	28,520	28,520	100.00%							
November 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	28,520	28,520	100.00%							
November 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
November 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	Repair GUI	Diagnostic	N/A	41,760	41,760	100.00%							
November 2018	Electronic Gateway Availability	GA-4	Gateway Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880	100.00%							
November 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0	0.00%							
November 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	LIS Trunk	Party	N/A	1	1	100.00%							
November 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	1	100.00%							
November 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	0	0	0.00%							
November 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	1	1	100.00%							
November 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/ 24 hours	Business	Party	N/A	0	0	0.00%		33	50	66.00%	47.37%	0.37792	-0.77092
November 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Party	N/A	2,23	2,23	0.00							
November 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	2,46	2,46	0.00							
November 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	5,39	5,39	0.00							
November 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	1,36	1,36	0.00							
November 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Party	N/A	28	9,50	0.00%		15,837.44	257	59.48	76.11	-3.170703	-2.92765
November 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Party	N/A	0	59	0.00%		0	10,418	0.00%			
November 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	1	11,305	0.01%		226	11,877	1.81%	13.66%	-0.788487	-1.479368
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Sub-Loop Unbundling	Party	N/A	0	1	0.00%		0	171	0.00%			
November 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	563	563	0.18%	4.21%	0	39	0.00%			
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	1	149	0.67%	8.16%	0	39	0.00%			
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Party	N/A	387	387	0.25%	5.01%	0	177	0.00%			
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Party	N/A	28	3,619	0.75%	8.76%	282	20,387	1.36%	11.66%	-2.893277	-2.758697
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Benchmark	5.50	1	5.00	0.00%							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Benchmark	6.00	1	6.00	0.00%							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Benchmark	6.00	11	4.62	0.00%							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Benchmark	95.00%	418	418	100.00%							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Benchmark	95.00%	22,955.30	64,570	0.26							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Benchmark	95.00%	487,073	60,595	0.82							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Benchmark	95.00%	71,602.93	84,570	0.76							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Benchmark	95.00%	7,229.55	15,612	0.47							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Benchmark	95.00%	7,872.03	15,612	0.50							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Benchmark	95.00%	5,222.23	12,820	0.41							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Benchmark	95.00%	714.20	9,197	0.09							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Benchmark	95.00%	5,936.43	12,820	0.46							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Benchmark	95.00%	12,593.59	15,327	0.83							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Benchmark	95.00%	2,347.49	12,062	0.20							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Benchmark	95.00%	14,941.08	15,327	0.97							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Benchmark	95.00%	2,6815.00	31,880	0.91							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Benchmark	95.00%	6,486.00	5,640	1.15							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Benchmark	95.00%	33,501.00	31,680	1.04							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Benchmark	95.00%	5,674.50	5,822	0.98							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Benchmark	95.00%	314.68	3,825	0.09							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Benchmark	95.00%	5,886.18	5,822	1.03							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Benchmark	95.00%	10,175.15	24,948	0.42							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Benchmark	95.00%	17,148.88	45,656	0.39							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Benchmark	95.00%	27,324.03	24,948	1.10							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Benchmark	95.00%	194.00	1,815	0.12							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Benchmark	95.00%	3,960.73	6,993	0.53							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Benchmark	95.00%	2,317.75	1,815	1.28							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Benchmark	95.00%	6,102.48	6,993	0.87							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Benchmark	95.00%	6,513.83	13,540	0.48							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Benchmark	95.00%	1,302.71	180	7.24							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Benchmark	95.00%	7816.54	13,540	0.58							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Benchmark	95.00%	10,623.16	6,524	1.68							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Benchmark	95.00%	10,301.17	4,479	0.23							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Benchmark	95.00%	7,477,932.00	7,176	9.68							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Benchmark	95.00%	25,860.94	7,311	3.54							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Benchmark	95.00%	40,974.96	4,588	8.97							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Party Score
November 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3894.25	776	5.16							
November 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	18600.00	3.75								
November 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	5.246	2.80							
November 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Connecting Fax Assign XML)	XML Request/Response	Diagnostic	N/A	5960.12	1.724	3.48							
November 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	78	115	67.83%							
November 2018	Pre-Ordering	PO-2A	Resale Aggregate w/o UNE-P-POTS	Resale Aggregate w/o UNE-P-POTS	Diagnostic	N/A	1	2	50.00%							
November 2018	Pre-Ordering	PO-2A	Unbundled Loop Aggregate	Unbundled Loop Aggregate	Diagnostic	N/A	67	91	73.63%							
November 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	78	81	96.30%							
November 2018	Pre-Ordering	PO-2B	Resale Aggregate w/o UNE-P-POTS	Resale Aggregate w/o UNE-P-POTS	Diagnostic	N/A	1	1	100.00%							
November 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	67	67	100.00%							
November 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	8639	27	235							
November 2018	Pre-Ordering	PO-5A(4)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	1	1	100.00%							
November 2018	Pre-Ordering	PO-5A(6)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	64	64	100.00%							
November 2018	Pre-Ordering	PO-5B(4)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	74	74	100.00%							
November 2018	Pre-Ordering	PO-5B(6)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	27	27	100.00%							
November 2018	Pre-Ordering	PO-5B(6)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	31	32	96.88%							
November 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks	LIS Trunk	Benchmark	85.00%	3	3	100.00%							
November 2018	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Party	N/A	1	1	100.00%	0.00%						0.00%
October 2018	Billing	BI-2	Increase Delivered within 10 Days	All	Party by Design	N/A	131	131	100.00%							
October 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	128,242	128,242	100.00%							
October 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	278	278	100.00%							
October 2018	Billing	BI-4A	UNEs and Resale Aggregate	Reciprocal Compensation	Party	N/A	272	272	100.00%							
October 2018	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Party	N/A	278	278	99.99%							
October 2018	Database Updates	DB-1B	All	Directory Listing	Diagnostic	N/A	2,787,148	2,787,148	1.01							
October 2018	Database Updates	DB-1C-1	All	IMAGUI	Diagnostic	N/A	515.23	3,288	0.16							
October 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	S/A	Diagnostic	N/A	30,600	30,600	100.00%							
October 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	EBTA	Diagnostic	N/A	30,600	30,600	100.00%							
October 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	Repair GUI	Diagnostic	N/A	42,180	42,180	100.00%							
October 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
October 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	0	0								
October 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
October 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	3	8	37.50%							
October 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	0	1	0.00%							
October 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/ 24 hours	Business	Party	N/A	1	2	50.00%							
October 2018	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/MSA	Residence	Party	N/A	16158	1	16158	0.00						
October 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	5733	8	712	6.04						
October 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	1753	1	1753	0.00						
October 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Party	N/A	51543	39	1313	17.28						
October 2018	Maintenance and Repair	MR-7A	Repair Repeat Report Rate-Disp w/MSA	Residence	Party	N/A	0	1	0.00%							
October 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	0	8	0.00%							
October 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	0	1	0.00%							
October 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Party	N/A	5	39	12.82%							
October 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Party	N/A	0	60	0.00%							
October 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Party	N/A	0	11,640	0.00%							
October 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Party	N/A	0	32	3.13%							
October 2018	Maintenance and Repair	MR-8	Trouble Rate	SUBLOOP UNBUNDLING	Party	N/A	0	1	0.00%							
October 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	8	581	1.38%							
October 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wires Non-Loaded	Party	N/A	0	150	0.00%							
October 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Party	N/A	1	400	0.25%							
October 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Party	N/A	39	3,694	1.06%							
October 2018	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/MSA	Residence	Party	N/A	0	1	0.00%							
October 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Off w/ TCSR excel	LIS Trunk	Party	N/A	1	1,560	0.08%							
October 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Off w/ TCSR excel	LIS Trunk	Party	N/A	0	458	0.05%							
October 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Off w/ TCSR excel	LIS Trunk	Diagnostic	N/A	1	1,560	0.08%							
October 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Off w/ TCSR excel	LIS Trunk	Diagnostic	N/A	1	480	0.21%							
October 2018	Ordering and Provisioning	OP-15A	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Party	N/A	1	1	1.00							
October 2018	Ordering and Provisioning	OP-15B-RD	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Party	N/A	1	1	100.00%							
October 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - ADSL COMPATIBLE	Benchmark	90.00%	1	1	100.00%							
October 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Party	N/A	2	2	100.00%							
October 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	1	1	100.00%							
October 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	1	1	1.00							
October 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LIS Trunk	Party	N/A	7	7	7.00							
October 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	3	1	3.00							
October 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Benchmark	6.00	31	7	4.43							
October 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Party	N/A	2	2	100.00%							
October 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	1	1	100.00%							
October 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Party	N/A	7	7	100.00%							
October 2018	Ordering and Provisioning	OP-5C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	148	148	100.00%							
October 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	22769.30	94,070	0.24							
October 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	48897.53	60,990	0.80							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Party Score
October 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	71,683	94,070	0.76							
October 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	7,227.55	15,610	0.46							
October 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	7,697.83	15,610	0.50							
October 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	5,222.23	12,820	0.41							
October 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	709.20	9,195	0.08							
October 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5,931.43	12,820	0.46							
October 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2,383.36	15,325	0.82							
October 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	2342.49	12,060	0.19							
October 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	4,625.85	15,325	0.97							
October 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	1,492.88	15,325	0.84							
October 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	2,611.88	31,875	0.84							
October 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6,468.00	5,640	1.15							
October 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	3,3297.88	31,875	1.04							
October 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	5,666.50	5,820	0.97							
October 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	314.56	3,625	0.08							
October 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	5,981.06	5,820	1.03							
October 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	10,159.15	24,940	0.41							
October 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	17,143.77	46,650	0.38							
October 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	27,302.92	24,940	1.09							
October 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	183.75	1,815	0.10							
October 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	3,571.83	6,960	0.51							
October 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	2317.75	1,815	1.28							
October 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	6,073.33	6,960	0.87							
October 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	6,513.83	13,540	0.48							
October 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	1,302.71	180	7.24							
October 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	7,816.54	13,540	0.58							
October 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	1,062.81	6,523	1.66							
October 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1,030.17	4,479	0.23							
October 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	74,739.02	7,176	9.68							
October 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	2,380.94	7,311	3.54							
October 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	4,568	4,568	8.97							
October 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3,991.25	775	5.15							
October 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	18,900.00	5,280	3.75							
October 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9,368.80	3,346	2.80							
October 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Connecting Fax Assign XML)	XML Request/Response	Diagnostic	N/A	5,658.12	1,722	3.46							
October 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	95	133	71.43%							
October 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-F-POTS	Diagnostic	N/A	6	16	33.33%							
October 2018	Pre-Ordering	PO-2A	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	55	70	78.57%							
October 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	98	98	98.94%							
October 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-F-POTS	Diagnostic	N/A	6	7	85.71%							
October 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	55	55	100.00%							
October 2018	Pre-Ordering	PO-3X	Electronic LSRs, Rejected Manually	Product Aggregate	Diagnostic	N/A	135:11	17	7.57							
October 2018	Pre-Ordering	PO-3A(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	5	5	100.00%							
October 2018	Pre-Ordering	PO-3A(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGC-EELS	Benchmark	95.00%	55	55	100.00%							
October 2018	Pre-Ordering	PO-3A(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	90.00%	83	84	98.81%							
October 2018	Pre-Ordering	PO-3B(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	11	11	100.00%							
October 2018	Pre-Ordering	PO-3B(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGC-EELS	Benchmark	90.00%	16	16	100.00%							
October 2018	Pre-Ordering	PO-3B(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	29	31	93.55%							
October 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunk.	LIS Trunk	Benchmark	85.00%	8	9	88.89%							
October 2018	Pre-Ordering	PO-4B	Unbundled Loops	LIS Trunk	Party	N/A	0	1	0.00%							
October 2018	Billing	BI-2	Invoices Delivered within 10 Days	Unbundled Loops and Number Portability	Party by Design	N/A	148	149	99.33%							
September 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	116,854	116,854	100.00%							
September 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	297	297	100.00%							
September 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Party	N/A	283	283	100.00%							
September 2018	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Diagnostic	N/A	297	297	100.00%							
September 2018	Databases Updates	DB-1B	All	LDB	Diagnostic	N/A	2,848,678	2,811,880	1.01							
September 2018	Databases Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	592.41	2,877	0.21							
September 2018	Databases Updates	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	28,800	28,800	100.00%							
September 2018	Databases Updates	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	28,800	28,800	100.00%							
September 2018	Databases Updates	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	28,800	28,800	100.00%							
September 2018	Databases Updates	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,400	41,400	100.00%							
September 2018	Databases Updates	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,125	40,125	100.00%							
September 2018	Databases Updates	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	25,500	25,500	100.00%							
September 2018	Databases Updates	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0	0.00%							
September 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Party	N/A	0	1	0.00%							
September 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	LIS Trunk	Party	N/A	0	1	0.00%							
September 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Diagnostic	N/A	1	7	14.29%							
September 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/ 24 hours	Business	Party	N/A	2	5	40.00%							
September 2018	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Party	N/A	1	5:13	5.13							
September 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Party	N/A	1	24:18	24.18							
September 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - ADSL COMPATIBLE	Party	N/A	126:56	7	18:34							
September 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	18:58	5	3:48							

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Month	PID Category	PID	PID Title	Product Category	Standard	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 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Priority	25113	19	13.13	10.31	2127037	257	82.46	11.271	-2.80395	-2.82819
September 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Priority	0	1	0.00%	0.00%	0	2	0.00%	0.00%	0.00%	0.00%
September 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	LIS Trunk	Priority	0	1	0.00%	0.00%	0	1	0.00%	0.00%	0.00%	0.00%
September 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Priority	1	7	14.29%	34.99%	34	243	17.96%	10.54%	-1.344072	-1.44629
September 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop Analog	Priority	3	19	15.79%	38.46%	51	284	17.96%	10.54%	-1.344072	-1.44629
September 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Priority	1	61	1.64%	12.76%	2	178	1.12%	0.97%	-0.081464	-0.04926
September 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Priority	1	11918	0.01%	0.92%	1	10584	0.01%	0.97%	-0.188572	-0.106908
September 2018	Maintenance and Repair	MR-8	Trouble Rate	Resistance	Priority	32	32	0.00%	0.00%	221	12188	1.82%	13.35%	-0.106908	-0.106908
September 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Priority	0	1	0.00%	0.00%	2	176	1.14%	10.69%	-0.106908	-0.106908
September 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Priority	7	811	1.15%	10.64%	0	40	0.00%	0.00%	-0.358624	-1.21821
September 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Priority	0	150	0.00%	0.00%	0	40	0.00%	0.00%	-0.358624	-1.21821
September 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Priority	5	415	1.20%	10.91%	2	182	1.10%	10.43%	-0.348729	-1.212012
September 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Priority	19	3746	0.51%	7.10%	284	20829	1.36%	11.57%	-4.140075	-3.516987
September 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Priority	0	1560	0.00%	0.00%	0	284	0.00%	0.00%	0.00%	0.00%
September 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Priority	0	1560	0.00%	0.00%	0	284	0.00%	0.00%	0.00%	0.00%
September 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Priority	0	1560	0.00%	0.00%	0	284	0.00%	0.00%	0.00%	0.00%
September 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Priority	0	1560	0.00%	0.00%	0	284	0.00%	0.00%	0.00%	0.00%
September 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Priority	0	1560	0.00%	0.00%	0	284	0.00%	0.00%	0.00%	0.00%
September 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	4	4	100.00%	90.00%	4	4	100.00%	0.00%	0.00%	0.00%
September 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Priority	2	2	100.00%	100.00%	2	2	100.00%	0.00%	0.00%	0.00%
September 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	4	4	100.00%	90.00%	4	4	100.00%	0.00%	0.00%	0.00%
September 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	4	4	100.00%	90.00%	4	4	100.00%	0.00%	0.00%	0.00%
September 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	5	1	5.00	6.00	1	5	5.00	6.00	0.00	0.00
September 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LIS Trunk	Priority	6	1	6.00	6.00	1	6	6.00	6.00	0.00	0.00
September 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	12	4	3.00	6.00	4	3	3.00	6.00	0.00	0.00
September 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	20	4	5.00	6.00	4	5	5.00	6.00	0.00	0.00
September 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	20	4	5.00	6.00	4	5	5.00	6.00	0.00	0.00
September 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Priority	3	3	100.00%	0.00%	3	3	100.00%	0.00%	0.00%	0.00%
September 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Priority	4	4	100.00%	0.00%	4	4	100.00%	0.00%	0.00%	0.00%
September 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Priority	4	4	100.00%	0.00%	4	4	100.00%	0.00%	0.00%	0.00%
September 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Priority	4	4	100.00%	0.00%	4	4	100.00%	0.00%	0.00%	0.00%
September 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	852	852	100.00%	95.00%	852	852	100.00%	15.35%	-0.30096	-1.86818
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Time (Address Validation)	REQUEST	Diagnostic	28889	1536	0.19	0.19	1536	832	28.32	15.35%	-0.30096	-1.86818
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Time (Address Validation)	RESPONSE	Diagnostic	30637	720	0.43	0.43	720	43	0.00%	0.00%	0.00%	0.00%
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Time (Address Validation)	TOTAL	Diagnostic	59526	1536	0.39	0.39	1536	832	28.32	15.35%	-0.30096	-1.86818
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Time (Appt. Scheduler)	REQUEST	Diagnostic	267.00	2.225	0.12	0.12	2.225	2	2.22	2.22	0.00%	0.00%
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Time (Appt. Scheduler)	TOTAL	Diagnostic	4939.50	2.225	2.22	2.22	2.225	2	2.22	2.22	0.00%	0.00%
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Time (Appt. Scheduler)	REQUEST	Diagnostic	144.00	1.200	0.12	0.12	1.200	1	1.20	1.20	0.00%	0.00%
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Time (Facility Assignment)	RESPONSE	Diagnostic	4776.00	1.200	3.98	3.98	1.200	1	1.20	1.20	0.00%	0.00%
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Time (Facility Assignment)	TOTAL	Diagnostic	4920.00	1.200	4.10	4.10	1.200	1	1.20	1.20	0.00%	0.00%
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Time (Facility Check)	REQUEST	Diagnostic	417.48	3.479	0.12	0.12	3.479	9	9.22	9.22	0.00%	0.00%
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Time (Facility Check)	RESPONSE	Diagnostic	32076.38	3.479	9.22	9.22	3.479	9	9.22	9.22	0.00%	0.00%
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Time (Facility Check)	TOTAL	Diagnostic	32493.86	3.479	9.34	9.34	3.479	9	9.34	9.34	0.00%	0.00%
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Time (Get CSR)	REQUEST	Diagnostic	196.77	236	0.83	0.83	236	236	0.83	0.83	0.00%	0.00%
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Time (Get CSR)	RESPONSE	Diagnostic	6468.00	5.640	1.15	1.15	5.640	5	5.64	5.64	0.00%	0.00%
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Time (Get CSR)	TOTAL	Diagnostic	6664.77	5.640	1.15	1.15	5.640	5	5.64	5.64	0.00%	0.00%
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Time (Meet CSR)	REQUEST	Diagnostic	1576.61	1.397	1.13	1.13	1.397	1	1.39	1.39	0.00%	0.00%
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Time (Meet CSR)	RESPONSE	Diagnostic	6705.60	1.397	5.63	5.63	1.397	1	1.39	1.39	0.00%	0.00%
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Time (Meet CSR)	TOTAL	Diagnostic	8284.21	1.397	6.76	6.76	1.397	1	1.39	1.39	0.00%	0.00%
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Time (Service Availability)	REQUEST	Diagnostic	123.61	360	0.34	0.34	360	360	0.34	0.34	0.00%	0.00%
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Diagnostic	89.62	720	0.12	0.12	720	720	0.12	0.12	0.00%	0.00%
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Time (Service Availability)	TOTAL	Diagnostic	213.23	360	0.59	0.59	360	360	0.59	0.59	0.00%	0.00%
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Time (TN Reservation)	ACCEPT	Diagnostic	1535.16	2.328	0.66	0.66	2.328	2	2.32	2.32	0.00%	0.00%
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Time (TN Reservation)	REQUEST	Diagnostic	279.12	2.328	0.12	0.12	2.328	2	2.32	2.32	0.00%	0.00%
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Time (TN Reservation)	RESPONSE	Diagnostic	8596.42	2.328	3.87	3.87	2.328	2	2.32	2.32	0.00%	0.00%
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Time (TN Reservation)	TOTAL	Diagnostic	10350.70	2.328	4.45	4.45	2.328	2	2.32	2.32	0.00%	0.00%
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Time (Loop Qual Tools)	REQUEST	Diagnostic	67.76	180	0.38	0.38	180	180	0.38	0.38	0.00%	0.00%
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Time (Loop Qual Tools)	RESPONSE	Diagnostic	1302.71	180	7.24	7.24	180	180	7.24	7.24	0.00%	0.00%
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Time (Loop Qual Tools)	TOTAL	Diagnostic	1370.47	180	7.61	7.61	180	180	7.61	7.61	0.00%	0.00%
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Time (Address Validation XML)	XML Request/Response	Diagnostic	10626.18	6.523	1.66	1.66	6.523	6	6.52	6.52	0.00%	0.00%
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Time (Appt. Scheduler XML)	XML Request/Response	Diagnostic	1030.17	4.479	0.23	0.23	4.479	4	4.47	4.47	0.00%	0.00%
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Time (Facility Check XML)	XML Request/Response	Diagnostic	747382.00	7.176	6.68	6.68	7.176	7	7.17	7.17	0.00%	0.00%
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Time (Get CSR XML)	XML Request/Response	Diagnostic	25860.94	7.311	3.54	3.54	7.311	7	7.31	7.31	0.00%	0.00%
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Time (Loop Qual Tools XML)	XML Request/Response	Diagnostic	40974.86	4.568	8.97	8.97	4.568	4	4.56	4.56	0.00%	0.00%
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Time (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	3891.25	775	5.15	5.15	775	775	5.15	5.15	0.00%	0.00%
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Time (Service Avail XML)	XML Request/Response	Diagnostic	19890.00	5.280	3.75	3.75	5.280	5	5.28	5.28	0.00%	0.00%
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Time (TN Reservation XML)	XML Request/Response	Diagnostic	9368.60	3.346	2.80	2.80	3.346	3	3.34	3.34	0.00%	0.00%
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Time (Connecting Fac Assign XML)	XML Request/Response	Diagnostic	5958.12	1.722	3.46	3.46	1.722	1	1.72	1.72	0.00%	0.00%
September 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	97	132	73.48%	73.48%	132	132	73.48%	73.48%	0.00%	0.00%
September 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	5	7	71.43%	71.43%	7	7	71.43%	71.43%	0.00%	0.00%
September 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	54	68	81.82%	81.82%	68	68	81.82%	81.82%	0.00%	0.00%
September 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	97	100	97.00%	97.00%	100	100	97.00%	97.00%	0.00%	

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Month	PID Category	PID	PID Title	Product Category	Standard	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 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	41017	78	5.18							
September 2018	Pre-Ordering	PO-5A(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	5	5	100.00%							
September 2018	Pre-Ordering	PO-5A(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	51	51	100.00%							
September 2018	Pre-Ordering	PO-5A(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	93	93	100.00%							
September 2018	Pre-Ordering	PO-5B(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	2	2	100.00%							
September 2018	Pre-Ordering	PO-5B(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	63	63	100.00%							
September 2018	Pre-Ordering	PO-5B(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	34	34	100.00%							
September 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	3	3	100.00%							
August 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Party by Design	135	135	100.00%							
August 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNES and Resale Aggregate	Diagnostic	117,103	117,103	100.00%							
August 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	344	344	100.00%							
August 2018	Billing	BI-4A	UNES and Resale Aggregate	UNES and Resale Aggregate	Party	175	175	100.00%							
August 2018	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Diagnostic	344	344	100.00%							
August 2018	Database Updates	DB-1B	All	LDB	Diagnostic	3,791,558	3,796,624	101.1							
August 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	555.47	5.027	0.18							
August 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	30,600	30,600	100.00%							
August 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	30,600	30,600	100.00%							
August 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	30,600	30,600	100.00%							
August 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	43,200	43,200	100.00%							
August 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	42,180	42,180	100.00%							
August 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EASE	Diagnostic	27,960	27,960	100.00%							
August 2018	Electronic Gateway Availability	GA-7	System Availability - ASR	ALL	Diagnostic	0	0	0.00%							
August 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	Enhanced Extended Loops - DS1 Capable	Party	2	2	100.00%							
August 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	3	7	42.86%							
August 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	1	4	25.00%							
August 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Party	1	2	50.00%							
August 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/ 24 hours	Business	Party	2	2	100.00%							
August 2018	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Party	5.02	2.31	0.18							
August 2018	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	28.46	7	4.07							
August 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Party	9.04	2.23	2.23							
August 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Party	72.18	4	18.05							
August 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Party	777.48	31	25.05							
August 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Party	0	2	0.00%							
August 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	0	7	0.00%							
August 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Party	0	2	0.00%							
August 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Party	0	4	0.00%							
August 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop Analog	Party	1	31	3.23%							
August 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Party	2	48	4.15%							
August 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Party	0	11,804	0.00%							
August 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Party	0	33	0.00%							
August 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Party	0	1	0.00%							
August 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	7	617	1.13%							
August 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Party	2	153	1.31%							
August 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Party	4	453	0.88%							
August 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Party	31	3,788	0.82%							
August 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Otc w/ TCSR excl	LIS Trunk	Party	0	1,560	0.00%							
August 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Otc w/ TCSR excl	LIS Trunk	Party	0	840	0.00%							
August 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Otc w/ TCSR excl	LIS Trunk	Party	0	1,560	0.00%							
August 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Otc w/ TCSR excl	LIS Trunk	Party	0	840	0.00%							
August 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	1	1	100.00%							
August 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Party	2	2	100.00%							
August 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	5	7	71.43%							
August 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	7	8	87.50%							
August 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	24	3.43	6.00							
August 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6	1	6.00							
August 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Party	2	2	100.00%							
August 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	7	7	100.00%							
August 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Party	7	8	87.50%							
August 2018	Ordering and Provisioning	OP-5C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95	95	100.00%							
August 2018	Pre-Ordering	PO-IHMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	3286.28	11,838	0.28							
August 2018	Pre-Ordering	PO-IHMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	7545.61	8,278	0.91							
August 2018	Pre-Ordering	PO-IHMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	10831.89	11,838	0.92							
August 2018	Pre-Ordering	PO-IHMA GUI	Pre-Order Response Times (Appt. Schedule)	REQUEST	Diagnostic	736.59	1,581	0.47							
August 2018	Pre-Ordering	PO-IHMA GUI	Pre-Order Response Times (Appt. Schedule)	TOTAL	Diagnostic	846.46	1,581	0.54							
August 2018	Pre-Ordering	PO-IHMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	491.52	1,204	0.41							
August 2018	Pre-Ordering	PO-IHMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	97.84	1,204	0.09							
August 2018	Pre-Ordering	PO-IHMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	589.38	1,204	0.49							
August 2018	Pre-Ordering	PO-IHMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	1244.14	1,468	0.83							
August 2018	Pre-Ordering	PO-IHMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	231.60	1,468	0.16							
August 2018	Pre-Ordering	PO-IHMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	1475.74	1,468	0.99							
August 2018	Pre-Ordering	PO-IHMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	3143.75	3,560	0.88							
August 2018	Pre-Ordering	PO-IHMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	6468.00	5,640	1.15							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Party Score
August 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	9628.75	3.960	2.71							
August 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	434.59	448	0.97							
August 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	142.76	448	0.32							
August 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	577.35	448	1.29							
August 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1358.89	3.452	0.39							
August 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	2272.86	6.886	0.33							
August 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	3631.75	3.452	1.05							
August 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	225	23.00	0.10							
August 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	251.48	490	0.51							
August 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	228.95	225	1.28							
August 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	581.43	490	1.15							
August 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times(TN Loop Qual Tools)	REQUEST	Diagnostic	N/A	685.11	1.864	0.41							
August 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times(TN Loop Qual Tools)	RESPONSE	Diagnostic	N/A	39260.40	1.860	19.65							
August 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times(TN Loop Qual Tools)	TOTAL	Diagnostic	N/A	39245.51	1.864	23.59							
August 2018	Pre-Ordering	PO-1-XXML	Pre-Order Response Times(Address Validation XML)	XML Request/Response	Diagnostic	N/A	1028.16	6.523	1.66							
August 2018	Pre-Ordering	PO-1-XXML	Pre-Order Response Times(Appr. Schedule XML)	XML Request/Response	Diagnostic	N/A	1030.17	4.479	0.23							
August 2018	Pre-Ordering	PO-1-XXML	Pre-Order Response Times(Facility Check XML)	XML Request/Response	Diagnostic	N/A	747392.00	7.176	19.45							
August 2018	Pre-Ordering	PO-1-XXML	Pre-Order Response Times(Get CSR XML)	XML Request/Response	Diagnostic	N/A	23880.84	7.311	3.54							
August 2018	Pre-Ordering	PO-1-XXML	Pre-Order Response Times(Loop Qual Tool XML)	XML Request/Response	Diagnostic	N/A	40974.96	4.568	8.97							
August 2018	Pre-Ordering	PO-1-XXML	Pre-Order Response Times(Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15							
August 2018	Pre-Ordering	PO-1-XXML	Pre-Order Response Times(Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5.280	3.75							
August 2018	Pre-Ordering	PO-1-XXML	Pre-Order Response Times(TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3.346	2.80							
August 2018	Pre-Ordering	PO-1-XXML	Pre-Order Response Times(Connecting Fac Assign XML)	XML Request/Response	Diagnostic	N/A	5958.12	1.722	3.46							
August 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	173	69.94%								
August 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	66.67%								
August 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	63	92	68.48%							
August 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	126	126	96.03%							
August 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	2	100.00%							
August 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	63	63	100.00%							
August 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	229.49	60	3.50							
August 2018	Pre-Ordering	PO-5A-(4)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	2	2	100.00%							
August 2018	Pre-Ordering	PO-5A-(9)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	55	55	100.00%							
August 2018	Pre-Ordering	PO-5A-(C)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	112	112	100.00%							
August 2018	Pre-Ordering	PO-5B-(4)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1	1	100.00%							
August 2018	Pre-Ordering	PO-5B-(4)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	43	43	100.00%							
August 2018	Pre-Ordering	PO-5B-(6)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	41	41	100.00%							
August 2018	Pre-Ordering	PO-5B-(6)	FOCs on Time for Electronic/Manual LSRs	LIS Trunk	Benchmark	85.00%	3	3	100.00%							
August 2018	Pre-Ordering	PO-5B	Unbundled Loops	LIS Trunk	Party	N/A	0	3	0.00%							
August 2018	Pre-Ordering	PO-5B	Unbundled Loops	Unbundled Loops and Number Portability	Party	N/A	118	118	100.00%							
July 2018	Billing	B1-2	Invoices Delivered within 10 Days	Al	Diagnostic	N/A	122.445	122.445	100.00%							
July 2018	Billing	B1-3A	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	308	308	100.00%							
July 2018	Billing	B1-3B	Billing Accuracy - Adjustments for Errors	UNE and Resale Aggregate	Party	N/A	232	232	100.00%							
July 2018	Billing	B1-4A	UNE and Resale Aggregate	Reciprocal Compensation	Diagnostic	N/A	308	308	100.00%							
July 2018	Billing	B1-4B	Reciprocal Compensation (MOU)	LIB	Diagnostic	N/A	4,960.887	4,670.943	1.06							
July 2018	Database Updates	DB-1B	All	Directory Listing	Diagnostic	N/A	3,458	3,458	0.19							
July 2018	Database Updates	DB-1C-1	All	IMAGUI	Diagnostic	N/A	30,060	30,060	100.00%							
July 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,060	30,060	100.00%							
July 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,060	30,060	100.00%							
July 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EFTA	Diagnostic	N/A	42,900	42,900	100.00%							
July 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	Repair/GUI	Diagnostic	N/A	41,820	41,820	100.00%							
July 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880	100.00%							
July 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0	0.00%							
July 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Party	N/A	1	1	100.00%							
July 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	LIS Trunk	Party	N/A	0	1	0.00%							
July 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	7	14.29%							
July 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	1	1	100.00%							
July 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	5	6	83.33%							
July 2018	Maintenance and Repair	MR-5X	All Troubles Cleared w/ 4 Hours-Zone 2	Business	Party	N/A	1	2	50.00%							
July 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Party	N/A	1.46	1	1.46							
July 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Party	N/A	51.39	1	51.39							
July 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	152.53	7	21.50							
July 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	1.58	1	1.58							
July 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	18.26	6	3.04							
July 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Party	N/A	402.06	20	20.06							
July 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Party	N/A	0	1	0.00%							
July 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	LIS Trunk	Party	N/A	0	0	0.00%							
July 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	0	7	0.00%							
July 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	0	3	0.00%							
July 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	2	20	10.00%							
July 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Party	N/A	1	41	2.44%							
July 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Party	N/A	1	12,116	0.01%							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
July 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	33	0.00%	0.00%	12,541	395	2.43%	15.40%	-0.95767	-1.550667
July 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBINDING	Parity	N/A	0	1	0.00%	0.00%	197	2	1.02%	10.02%	-0.101018	-1.061415
July 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	7	630	1.11%	10.48%	0	40	0.00%	0.00%	-0.381587	-1.231884
July 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	159	0.63%	7.81%	0	40	0.00%	0.00%	-0.838037	-1.50649
July 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	6	487	1.28%	11.26%	3	203	1.48%	12.07%	-0.19295	-1.115691
July 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	20	3,876	0.52%	7.16%	424	21,530	1.97%	13.89%	-5.984789	-4.644573
July 2018	Network Performance	NH-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TCSR excl	LIS Trunk	Parity	N/A	0	1,512	0.00%	0.00%						
July 2018	Network Performance	NH-1B	Trunk Blockage to CTL-Q End Ofc w/ TCSR excl	LIS Trunk	Parity	N/A	0	816	0.00%	0.00%						
July 2018	Network Performance	NH-1C	Trunk Blockage to CTL-Q Tandem Ofc w/ TCSR excl	LIS Trunk	Diagnostic	N/A	1	1,536	0.06%							
July 2018	Network Performance	NH-1D	Trunk Blockage to CTL-Q End Ofc w/ TCSR excl	LIS Trunk	Diagnostic	N/A	1	840	0.12%							
July 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	4	4	100.00%							
July 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	15	18	83.33%							
July 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	12	4	3.00							
July 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	62	15	4.13							
July 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4	4	100.00%	0.00%	72	67	93.06%	25.42%	-0.20728	-1.126047
July 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	17	18	94.44%	22.51%						
July 2018	Ordering and Provisioning	OP-8C	New Service Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	144	144	100.00%							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6428.73	19,481	0.33							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16785.60	12,912	1.30							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23214.33	19,481	1.19							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	4061.07	4,929	0.83							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4634.07	4,929	0.94							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	927.57	1,893	0.49							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1439.94	1,398	1.03							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2367.51	1,893	1.25							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3075.82	3,751	0.82							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	5406.80	3,862	1.40							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	8482.62	3,751	2.26							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	8379.72	7,759	1.08							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6397.55	5,737	1.15							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14877.27	7,759	1.93							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2640.37	1,153	2.29							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	658.35	1,197	0.55							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3298.72	1,153	2.86							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	4944.30	6,630	0.61							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8474.76	13,452	0.63							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12519.06	6,630	1.89							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	ACCEPT	Diagnostic	N/A	142.32	1,186	0.12							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	892.86	1,941	0.46							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1199.25	975	1.23							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2234.43	1,941	1.15							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2125.53	3,729	0.57							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	5510.51	2,917	19.03							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	5766.04	3,729	15.46							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8166.34	4,902	1.67							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8674.93	6,839	1.87							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	66561.40	6,862	9.70							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25030.20	6,418	3.90							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48752.54	3,569	13.66							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	4265.10	834	5.15							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	18659.10	5,043	3.70							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3950.10	3,591	1.10							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Connecting Fac. Assign XML)	XML Request/Response	Diagnostic	N/A	5906.04	1,688	3.48							
July 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	125	153	81.70%							
July 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-F-POTS	Diagnostic	N/A	4	5	80.00%							
July 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	48	60	80.00%							
July 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-F-POTS	Diagnostic	N/A	125	127	98.43%							
July 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	4	4	100.00%							
July 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Product Aggregate	Diagnostic	N/A	48	49	97.96%							
July 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate	Diagnostic	N/A	222	16	2.22							
July 2018	Pre-Ordering	PO-3C	LSRs received via facsimile	Resale Aggregate	Benchmark	95.00%	4	4	100.00%							
July 2018	Pre-Ordering	PO-3C	LSRs received via facsimile	Unbundled Loop AGG-EELS	Benchmark	95.00%	45	45	100.00%							
July 2018	Pre-Ordering	PO-5A(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	119	119	100.00%							
July 2018	Pre-Ordering	PO-5A(b)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	1	1	100.00%							
July 2018	Pre-Ordering	PO-5B(a)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	20	20	100.00%							
July 2018	Pre-Ordering	PO-5B(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	25	25	100.00%							
July 2018	Pre-Ordering	PO-5B(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	1	2	50.00%							
July 2018	Pre-Ordering	PO-5C(a)	FOCs on Time for manual LSRs via Facsimile	LIS Trunk	Parity	N/A	2	2	100.00%							
July 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	Unbundled Loops and Number Portability	Parity	N/A	0	3	0.00%							
July 2018	Pre-Ordering	PO-5D	Unbundled Loops	All	Parity by Design	N/A	130	130	100.00%							
July 2018	Pre-Ordering	Bl-2	Invoices delivered within 10 Days	UNES and Resale Aggregate	Diagnostic	N/A	120,051	120,051	100.00%							
July 2018	Pre-Ordering	Bl-3A	Billing Accuracy - Adjustments for Errors	UNES and Resale Aggregate	Diagnostic	N/A	120,051	120,051	100.00%							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
June 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	402	402	100.00%	0.00%	4,278	4,280	99.72%	5.28%	-0.78948	-1.46784
June 2018	Billing	BI-4A	UNE's and Resale Aggregate	Reciprocal Compensation	Parity	N/A	222	222	100.00%	0.00%	2089.45	2090	48.26	50.00%	-0.05362	-1.05367
June 2018	Billing	BI-4B	Reciprocal Compensation (MCU)	Reciprocal Compensation	Parity	N/A	402	402	100.00%	0.00%	2089.45	2090	48.26	50.00%	-0.05362	-1.05367
June 2018	Database Updates	DB-1B	All	Directory Listing	Diagnostic	N/A	4,242.133	4,119.370	1.03	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	601.72	3,272	0.18	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,340	29,340	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,340	29,340	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,700	41,700	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	Repair GUI	Diagnostic	N/A	40,485	40,485	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	28,580	28,580	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	5	40.00%	43.30%	1	2	50.00%	50.00%	-0.05362	-1.05367
June 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	25.00%	0.00%	2089.45	2090	48.26	50.00%	-0.05362	-1.05367
June 2018	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	28.38	1	28.38	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	22.55	5	4.51	2.14	4.29	1	4.29	0.00%	0.00%	
June 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	64.01	8.00	5.08	5.08	4.29	1	4.29	0.00%	0.00%	
June 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Maintenance and Repair	Parity	N/A	37	7.25	6.32	6.32	16260.22	404	40.15	40.03	-4.72999	-3.901777
June 2018	Maintenance and Repair	MR-7B	Repair Report Rate-Disp out MSA	Unbundled Loop Analog	Parity	N/A	274.16	37	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	5	40.00%	48.89%	8	8	16.33%	36.86%	-0.43787	-1.265851
June 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	8	37.50%	48.41%	1	2	50.00%	50.00%	-0.318228	-1.192263
June 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	1	37	2.70%	16.22%	97	446	21.75%	41.25%	-2.646833	-2.646833
June 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	41	0.00%	0.00%	2	2	1.01%	9.97%	-0.587482	-1.357164
June 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,212	0.00%	14.14%	335	11,256	0.00%	0.00%	0.00%	0.00%
June 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	49	2.04%	2.63%	12,730	2,633	2.63%	16.01%	-0.257945	-1.156759
June 2018	Maintenance and Repair	MR-8	Trouble Rate	SURF-LOOP UNBUNDLING	Parity	N/A	1	0.00%	0.00%	0.02%	2	197	1.02%	10.02%	-0.101018	-1.061415
June 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5	638	0.78%	8.82%	0	40	0.00%	0.00%	-0.634581	-1.385786
June 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	180	0.00%	0.00%	0	40	0.00%	0.00%	0.00%	0.00%
June 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	8	475	1.68%	12.87%	2	203	0.99%	9.88%	0.207671	-0.818029
June 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	37	3,919	0.94%	9.07%	46	21,806	2.05%	14.15%	-4.484027	-3.726055
June 2018	Maintenance and Repair	MR-8	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	0	0	0.00%	0.00%	-2.991094	-2.991094
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	1,536	0.00%	0.02%	0	0	0.00%	0.00%	-0.30728	-1.304757
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	840	0.00%	0.02%	0	0	0.00%	0.00%	-0.30728	-1.304757
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,536	0.00%	0.02%	0	0	0.00%	0.00%	-0.30728	-1.304757
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Diagnostic	N/A	0	840	0.00%	0.00%	0	0	0.00%	0.00%	-0.30728	-1.304757
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	N/A	2	2	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	Unbundled Loop Analog	Benchmark	N/A	2	2	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	Unbundled Loop Analog	Benchmark	N/A	6	9	66.67%	6.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	Unbundled Loop Analog	Benchmark	N/A	31	6	5.17	8.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	Unbundled Loop Analog	Benchmark	N/A	2	2	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	Unbundled Loop Analog	Parity	N/A	1	2	50.00%	50.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	Unbundled Loop Analog	Parity	N/A	9	6	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	Unbundled Loop Analog	Parity	N/A	625	627	99.68%	95.00%	79	79	92.41%	28.49%	-0.814806	-1.485428
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIN	Benchmark	N/A	625	627	99.68%	95.00%	79	79	92.41%	28.49%	-0.814806	-1.485428
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	REQUEST	Diagnostic	N/A	6620.14	19,471	0.34	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	RESPONSE	Diagnostic	N/A	16811.23	12,833	1.31	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	TOTAL	Diagnostic	N/A	23431.37	19,471	1.20	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	REQUEST	Diagnostic	N/A	3689.25	4,925	0.81	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	TOTAL	Diagnostic	N/A	4602.44	4,925	0.93	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	REQUEST	Diagnostic	N/A	930.51	1,899	0.49	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	RESPONSE	Diagnostic	N/A	1421.88	1,394	1.02	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	TOTAL	Diagnostic	N/A	2352.39	1,899	1.24	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	REQUEST	Diagnostic	N/A	3035.07	3,747	0.81	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	RESPONSE	Diagnostic	N/A	5787.00	3,858	1.50	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	TOTAL	Diagnostic	N/A	8822.07	3,747	2.35	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	REQUEST	Diagnostic	N/A	8933.57	7,751	1.07	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	RESPONSE	Diagnostic	N/A	6434.32	5,736	1.12	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	TOTAL	Diagnostic	N/A	14777.89	7,751	1.60	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	REQUEST	Diagnostic	N/A	2828.92	1,148	2.29	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	RESPONSE	Diagnostic	N/A	646.92	1,198	0.54	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	TOTAL	Diagnostic	N/A	3275.84	1,148	2.85	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	REQUEST	Diagnostic	N/A	4041.25	6,625	0.61	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	RESPONSE	Diagnostic	N/A	8739.25	13,445	0.65	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	TOTAL	Diagnostic	N/A	12760.50	6,625	1.93	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	ACCEPT	Diagnostic	N/A	163.24	1,166	0.14	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	REQUEST	Diagnostic	N/A	633.77	1,939	0.43	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	RESPONSE	Diagnostic	N/A	1244.16	972	1.28	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	TOTAL	Diagnostic	N/A	2241.17	1,939	1.16	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
June 2018	Maintenance and Repair	MR-8B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	REQUEST	Diagnostic											

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	Standard Deviation	Modified Z Score	Party Score
June 2018	Pre-Ordering	PO-1-XXML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8720.46	4.614	1.89						
June 2018	Pre-Ordering	PO-1-XXML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	6848	6.848	9.72						
June 2018	Pre-Ordering	PO-1-XXML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	6848	6.848	9.72						
June 2018	Pre-Ordering	PO-1-XXML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	24369.40	6.413	3.80						
June 2018	Pre-Ordering	PO-1-XXML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48550.32	3.549	13.68						
June 2018	Pre-Ordering	PO-1-XXML	Pre-Order Response Times (Mark Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4253.80	6.6	5.15						
June 2018	Pre-Ordering	PO-1-XXML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	18129.60	5.036	3.60						
June 2018	Pre-Ordering	PO-1-XXML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3845.70	3.507	1.10						
June 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	5878.18	1.894	3.47						
June 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	122	146	83.56%						
June 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	88	80	85.00%						
June 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	122	124	98.39%						
June 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	68	66	98.55%						
June 2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	35.26	17	2.05						
June 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	54	54	100.00%						
June 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	117	117	100.00%						
June 2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1	1	100.00%						
June 2018	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	13	13	100.00%						
June 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	20	20	100.00%						
June 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	8	8	100.00%						
June 2018	Pre-Ordering	PO-6B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	1	4	25.00%						
May 2018	Billing	BI-2	Invoices Delivered within 10 Days	Parity by Design	Parity	N/A	132	133	99.25%						
May 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	122,757	122,757	100.00%						
May 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	485	485	100.00%						
May 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	277	277	100.00%						
May 2018	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Parity	N/A	485	485	100.00%						
May 2018	Database Updates	DB-1B	All	LDB	Diagnostic	N/A	3,308,680	3,229,571	1.02						
May 2018	Database Updates	DB-1B	All	Directory Listing	Diagnostic	N/A	611.43	3.046	0.20						
May 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%						
May 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	S/A	Diagnostic	N/A	30,600	30,600	100.00%						
May 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	S/A	Diagnostic	N/A	30,600	30,600	100.00%						
May 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EFTA	Diagnostic	N/A	43,200	43,200	100.00%						
May 2018	Electronic Gateway Availability	GA-4	System Availability - Repair	Repair GUI	Diagnostic	N/A	42,160	42,160	100.00%						
May 2018	Electronic Gateway Availability	GA-7	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%						
May 2018	Maintenance and Repair	MR-7B	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0	0.00%						
May 2018	Maintenance and Repair	MR-7B	All Troubles Cleared w/ 4 Hours-Zone 2	LIS Trunk	Parity	N/A	2	2	0.00%						
May 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - ADSL COMPATIBLE	Diagnostic	N/A	1	4	25.00%						
May 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	0.00%						
May 2018	Maintenance and Repair	MR-5X	All Troubles Cleared w/ 4 Hours-Zone 2	Business	Parity	N/A	7	57	14%						
May 2018	Maintenance and Repair	MR-6E	Out of Service Cleared w/ 24 hours	LIS Trunk	Parity	N/A	173.00	2	86.30						
May 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - ADSL COMPATIBLE	Parity	N/A	35.52	4	8.38						
May 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	8.03	2	4.01						
May 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	25	9.52	23.01						
May 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	0	0.00%						
May 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop - ADSL COMPATIBLE	Parity	N/A	0	4	0.00%						
May 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	2	0.00%						
May 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	2	25	8.00%						
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	41	0.00%						
May 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	2	12,238	0.02%						
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	49	0.00%						
May 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%						
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - ADSL COMPATIBLE	Parity	N/A	0	642	0.62%						
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	166	0.00%						
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	2	488	0.41%						
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	25	3,995	0.63%						
May 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ok w/ TGSR excl	LIS Trunk	Parity	N/A	0	1,584	0.00%						
May 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	840	0.00%						
May 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ok w/ TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,584	0.00%						
May 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Diagnostic	N/A	0	840	0.00%						
May 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%						
May 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	1	1	100.00%						
May 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	8	8	100.00%						
May 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	3	1	3.00						
May 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	30	6	5.00						
May 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%						
May 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	1	100.00%						
May 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	7	8	87.50%						
May 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	110	110	100.00%						
May 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6811.70	19.462	0.35						
May 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16679.00	12.830	1.30						

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Month	PID Category	PID	PID Title	Product Category	Standard	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Party Score
May 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	23490.70	19462	1.21							
May 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic		4918	0.80							
May 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	4619.35	4918	0.94							
May 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	946.00	1892	0.50							
May 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	1404.91	1391	1.01							
May 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	2350.91	1892	1.24							
May 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	3068.44	3742	0.82							
May 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	658.40	3852	1.70							
May 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	9616.84	3742	2.57							
May 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	8209.70	7745	1.06							
May 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	6303.00	5730	1.10							
May 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	14512.70	7745	1.87							
May 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	2592.34	1142	2.27							
May 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	621.40	1195	0.52							
May 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	3213.74	1142	2.81							
May 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	4105.02	6621	0.62							
May 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	8600.96	13439	0.64							
May 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	12705.98	6621	1.92							
May 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Service Availability)	ACCEPT	Diagnostic	174.45	1163	0.15							
May 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	813.54	1937	0.42							
May 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	1249.30	961	1.30							
May 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	2237.29	1837	1.16							
May 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	2208.60	3881	0.60							
May 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	55215.06	2903	19.02							
May 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	57423.66	3881	15.60							
May 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	8142.30	4905	1.66							
May 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	8622.57	4611	1.87							
May 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	66969.75	6841	9.75							
May 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	25006.80	6412	3.90							
May 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	48558.43	3547	13.69							
May 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	4171.50	810	5.15							
May 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	18618.40	5032	3.70							
May 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	3582.00	3382	1.00							
May 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	5654.32	1892	3.48							
May 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Connecting Fac. Assgn XML)	XML Request/Response	Diagnostic	92	112	82.14%							
May 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	3	5	60.00%							
May 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	88	115	76.52%							
May 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	92	95	96.84%							
May 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	3	4	75.00%							
May 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	88	89	98.88%							
May 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	1910	11	11.45							
May 2018	Pre-Ordering	PO-3A(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	3	100.00%							
May 2018	Pre-Ordering	PO-3A(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	84	100.00%							
May 2018	Pre-Ordering	PO-3A(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	86	100.00%							
May 2018	Pre-Ordering	PO-3A(d)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	90.00%	2	100.00%							
May 2018	Pre-Ordering	PO-3B(a)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	25	100.00%							
May 2018	Pre-Ordering	PO-3B(b)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	15	100.00%							
May 2018	Pre-Ordering	PO-3B(c)	FOCs on Time for Electronic/Manual LSRs	LIS Trunk	Benchmark	85.00%	3	100.00%							
May 2018	Pre-Ordering	PO-3D	FOCs provided for ASRs requesting LIS Trunks.	All	Party by Design	N/A	118	100.00%							
April 2018	Billing	BI-2	Invoices Delivered within 10 Days	UNEs and Resale Aggregate	Diagnostic	127,329	127,329	100.00%							
April 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	419	419	100.00%							
April 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Party	271	271	100.00%							
April 2018	Billing	BI-4A	Reciprocal Compensation (MOU)	Reciprocal Compensation	Diagnostic	419	419	100.00%							
April 2018	Billing	BI-4B	Reciprocal Compensation (MOU)	LDB	Diagnostic	2,700.581	2,637.971	1.02							
April 2018	Database Updates	DB-1B	All	Directory Listing	Diagnostic	735.51	4,003	0.18							
April 2018	Database Updates	DB-1C-1	All	IMAGUI	Diagnostic	28,980	28,980	100.00%							
April 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	28,980	28,980	100.00%							
April 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	41,460	41,460	100.00%							
April 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EFTA	Diagnostic	40,380	40,380	100.00%							
April 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	Repair GUI	Diagnostic	25,800	25,800	100.00%							
April 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	0	0								
April 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	3	4	75.00%							
April 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	1	3	33.33%							
April 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Party	43	60	71.67%							
April 2018	Maintenance and Repair	MR-5X	Out of Service Cleared w/ 24 hours	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	2	2	100.00%							
April 2018	Maintenance and Repair	MR-4E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - DS1 Capable	Party	15.39	4	3.55%							
April 2018	Maintenance and Repair	MR-4E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Party	19.01	3	6.20							
April 2018	Maintenance and Repair	MR-4E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Party	190.36	27	7.04							
April 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	0	4	0.00%							
April 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Party	0	3	0.00%							
April 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop Analog	Party	0	27	0.00%							
April 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Party	0	41	0.00%							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Party Score
April 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Party	N/A	0	12,260	0.00%	0.00%	0	11,544	0.00%	0	-1,467.26	-1,467.26
April 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Party	N/A	0	49	0.00%	0.00%	157	13,132	1.20%	10.87%	-1,073.548	-1,073.548
April 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBINDING	Party	N/A	0	1	0.00%	0.00%	3	207	1.45%	11.95%	-1,467.675	-1,467.675
April 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	4	656	0.61%	7.78%	0	40	0.00%	0.00%	-0.802154	-0.802154
April 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	3	468	0.66%	7.74%	3	213	1.41%	11.78%	-1,507.936	-1,507.936
April 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Party	N/A	27	4,062	0.68%	8.15%	227	22,314	1.02%	10.03%	-2,252.296	-2,252.296
April 2018	Maintenance and Repair	MR-3	Trouble Rate	Unbundled Loop Analog	Party	N/A	0	1,594	0.00%	0.01%	0	0	0.00%	0.00%	-2,098.644	-2,098.644
April 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q End Of w/ TGSR excl	LIS Trunk	Party	N/A	0	1,594	0.00%	0.06%	0	0	0.00%	0.06%	-1,507.936	-1,507.936
April 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Of w/ TGSR excl	LIS Trunk	Party	N/A	0	1,594	0.00%	0.06%	0	0	0.00%	0.06%	-1,507.936	-1,507.936
April 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q End Of w/ TGSR excl	LIS Trunk	Party	N/A	0	1,594	0.00%	0.06%	0	0	0.00%	0.06%	-1,507.936	-1,507.936
April 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Of w/ TGSR excl	LIS Trunk	Party	N/A	0	1,594	0.00%	0.06%	0	0	0.00%	0.06%	-1,507.936	-1,507.936
April 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Party	N/A	69	1	69.00%	0.00	4,001	18	222.28	389.21	-0.464075	-1,245.566
April 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Party	N/A	1	1	100.00%	0.00%	10	18	55.56%	49.66%	3,718.016	1,261.001
April 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Party	N/A	1	1	100.00%	0.00%	0	2	0.00%	0.00%	0.00%	0.00%
April 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	3	3	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	7	7	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Party	N/A	1	5	20.00%	40.00%	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	37	39	94.87%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	9	3	3.00	0.00	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	21	7	3.00	0.00	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	24	4	6.00	0.00	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	88	19	4.53	0.00	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Party	N/A	1	1	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	2	3	66.67%	47.14%	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	7	7	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Party	N/A	6	6	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Party	N/A	38	39	92.31%	28.65%	60	61	98.36%	12.70%	0.981612	-0.403222
April 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	150	150	100.00%	0.00	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	705,224	19,459	0.36	0.36	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16,524.90	12,810	1.29	1.29	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23,540.14	19,459	1.21	1.21	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	4,009	4,009	0.82	0.82	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4,637.55	4,909	0.64	0.64	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	754.00	1,885	0.40	0.40	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1,344.72	1,263	1.04	1.04	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2,088.72	1,885	1.11	1.11	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3,756.80	3,736	0.85	0.85	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7,286.00	3,840	1.90	1.90	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10,471.80	3,736	2.80	2.80	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8,281.80	7,740	1.07	1.07	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6,344.76	5,716	1.11	1.11	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14,628.56	7,740	1.89	1.89	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2,628.24	1,128	2.33	2.33	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	682.48	1,183	0.56	0.56	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3,390.72	1,128	2.92	2.92	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	4,022.85	6,595	0.61	0.61	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8,730.80	13,432	0.65	0.65	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12,753.75	6,595	1.93	1.93	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	204.30	1,135	0.18	0.18	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	789.66	1,926	0.41	0.41	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1,244.16	972	1.28	1.28	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2,238.12	1,926	1.16	1.16	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	3,873	3,873	0.64	0.64	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	5,432.00	2,850	19.08	19.08	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	9,305.00	3,873	15.43	15.43	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	XML Request/Response	Diagnostic	N/A	8,183.00	4,900	1.67	1.67	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	XML Request/Response	Diagnostic	N/A	8,469.28	4,548	1.86	1.86	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	6,616.76	6,833	9.72	9.72	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	2,4516.20	6,399	3.80	3.80	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48,431.80	3,530	13.72	13.72	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4,238.45	823	5.15	5.15	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	18,111.60	5,031	3.60	3.60	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3,359.00	1,000	3.46	3.46	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Connecting Fac. Assign XML)	XML Request/Response	Diagnostic	N/A	5,823.18	1,683	3.46	3.46	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	173	201	86.07%	86.07%	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-2A	Resale Aggregate W/O UNEP-POTS	Resale Aggregate W/O UNEP-POTS	Diagnostic	N/A	4	6	66.67%	66.67%	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-2A	Unbundled Loop Aggregate	Unbundled Loop Aggregate	Diagnostic	N/A	113	140	80.71%	80.71%	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	173	173	100.00%	100.00%	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNEP-POTS	Diagnostic	N/A	4	5	80.00%	80.00%	0	0	0.00%	0.00%	0.00%	0.00%
April 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	113	114	9							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Party Score
April 2018	Pre-Ordering	PO-5A(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	109	109	100.00%							
April 2018	Pre-Ordering	PO-5A(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	165	165	100.00%							
April 2018	Pre-Ordering	PO-5B(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	2	2	100.00%							
April 2018	Pre-Ordering	PO-5B(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	31	31	100.00%							
April 2018	Pre-Ordering	PO-5B(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	28	28	100.00%							
April 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	4	4	100.00%							
April 2018	Pre-Ordering	PO-5B	Unbundled Loops	Unbundled Loops and Number Portability	Party by Design	N/A	0	6	0.00%		0	2	0.00%		0.00%	
April 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Diagnostic	N/A	160	160	100.00%							
March 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNES and Resale Aggregate	Diagnostic	N/A	123,954	123,954	100.00%							
March 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	307	307	100.00%							
March 2018	Billing	BI-4A	UNES and Resale Aggregate	UNES and Resale Aggregate	Party	N/A	172	172	100.00%							
March 2018	Billing	BI-4B	Reciprocal Compensation (MCU)	Reciprocal Compensation	Diagnostic	N/A	307	307	100.00%							
March 2018	Database Updates	DB-1B	All	Directory Listing	Diagnostic	N/A	7,152,465	7,069,660	1.01							
March 2018	Database Updates	DB-1C-1	All	IMAGUI	Diagnostic	N/A	69,18	2,817	0.22							
March 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	Gateway Availability - LSR	Diagnostic	N/A	30,420	30,420	100.00%							
March 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,420	30,420	100.00%							
March 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,420	30,420	100.00%							
March 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,140	43,140	100.00%							
March 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	Repair GUI	Diagnostic	N/A	41,925	41,925	100.00%							
March 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,660	27,660	100.00%							
March 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
March 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Party	N/A	1	3	33.33%		0	1	0.00%		0.00%	
March 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	LIS Trunk	Party	N/A	2	3	66.67%							
March 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	1	100.00%							
March 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	5	10	50.00%		0	1	0.00%		0.00%	
March 2018	Maintenance and Repair	MR-5X	Out of Service Cleared w/ 24 hours	Business	Party	N/A	0	3	0.00%		29	61	47.54%		48.94%	
March 2018	Maintenance and Repair	MR-5X	Out of Service Cleared w/ 24 hours	Enhanced Extended Loops - DS1 Capable	Party	N/A	9,58	3,19	3.19		9,35	1	9.35		1,00640	
March 2018	Maintenance and Repair	MR-4E	Mean Time to Restore Interval Zone 2	LIS Trunk	Party	N/A	44,07	3	14.42							
March 2018	Maintenance and Repair	MR-4E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	3,28	1	3.28							
March 2018	Maintenance and Repair	MR-4E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	5,03	9,35	1.86							
March 2018	Maintenance and Repair	MR-4E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Party	N/A	27	9,17	3.32							
March 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Party	N/A	0	0	0.00%							
March 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	LIS Trunk	Party	N/A	1	3	33.33%							
March 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	1	1	100.00%							
March 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	0	10	30.00%		0	1	0.00%		0.00%	
March 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Party	N/A	3	27	11.11%		29	280	10.36%		30.47%	
March 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Party	N/A	3	41	7.32%		1	210	0.48%		-1.06813	
March 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Party	N/A	3	12,668	0.02%		0	11,520	0.00%		6.85%	
March 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Party	N/A	0	48	0.00%		209	13,357	1.56%		12.41%	
March 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Party	N/A	0	1	0.00%		208	0.48%		0.82%	-1.53573	
March 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	1	670	0.15%		0	41	0.00%		-0.06938	
March 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	0	161	0.00%		0	41	0.00%		-1.574679	
March 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Party	N/A	10	519	1.92%		1	214	0.47%		6.82%	
March 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Party	N/A	27	4,148	0.65%		280	22,661	1.24%		11.05%	
March 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Party	N/A	0	1,632	0.00%							
March 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Party	N/A	0	840	0.01%							
March 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Diagnostic	N/A	0	1,632	0.00%							
March 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Diagnostic	N/A	0	840	0.01%							
March 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Party	N/A	48	1	48.00%		3,661	16	230.69		380.46	
March 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Party	N/A	1	1	100.00%		7	16	43.75%		48.61%	
March 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1	100.00%							
March 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Party	N/A	5	5	100.00%							
March 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Benchmark	90.00%	4	15	26.67%							
March 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Benchmark	90.00%	160	15	10.67							
March 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Party	N/A	5	5	100.00%							
March 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Party	N/A	14	15	93.33%							
March 2018	Maintenance and Repair	MR-8	Trouble Rate	LNP	Benchmark	85.00%	119	119	100.00%		67	70	95.71%		20.25%	
March 2018	Maintenance and Repair	MR-8	Trouble Rate	REQUEST	Diagnostic	N/A	6809,25	19,455	0.35							
March 2018	Maintenance and Repair	MR-8	Trouble Rate	RESPONSE	Diagnostic	N/A	16,426,24	12,833	1.28							
March 2018	Maintenance and Repair	MR-8	Trouble Rate	TOTAL	Diagnostic	N/A	23,235,48	19,455	1.19							
March 2018	Maintenance and Repair	MR-8	Trouble Rate	REQUEST	Diagnostic	N/A	4,906	4,906	0.82							
March 2018	Maintenance and Repair	MR-8	Trouble Rate	TOTAL	Diagnostic	N/A	4,634,58	4,906	0.94							
March 2018	Maintenance and Repair	MR-8	Trouble Rate	REQUEST	Diagnostic	N/A	748,80	1,872	0.40							
March 2018	Maintenance and Repair	MR-8	Trouble Rate	RESPONSE	Diagnostic	N/A	1,046,10	1,262	1.05							
March 2018	Maintenance and Repair	MR-8	Trouble Rate	TOTAL	Diagnostic	N/A	2,094,90	1,872	1.12							
March 2018	Maintenance and Repair	MR-8	Trouble Rate	REQUEST	Diagnostic	N/A	3,731	3,731	0.85							
March 2018	Maintenance and Repair	MR-8	Trouble Rate	RESPONSE	Diagnostic	N/A	7,822,70	3,833	1.90							
March 2018	Maintenance and Repair	MR-8	Trouble Rate	TOTAL	Diagnostic	N/A	10,454,05	3,731	2.80							
March 2018	Maintenance and Repair	MR-8	Trouble Rate	REQUEST	Diagnostic	N/A	8,421,34	7,726	1.09							
March 2018	Maintenance and Repair	MR-8	Trouble Rate	RESPONSE	Diagnostic	N/A	6,271,10	5,701	1.10							
March 2018	Maintenance and Repair	MR-8	Trouble Rate	TOTAL	Diagnostic	N/A	14,692,44	7,726	1.90							
March 2018	Maintenance and Repair	MR-8	Trouble Rate	REQUEST	Diagnostic	N/A	2,538,69	1,099	2.31							



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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Party Score
February 2018	Ordering and Provisioning	OP-1B9-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Party	N/A	1	1	100.00%	1	100.00%	0.00%	0.00%	1.261001
February 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Party	N/A	1	1	100.00%	1	100.00%	0.00%	0.00%	3.719016
February 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DSL COMPATIBLE	Benchmark	90.00%	1	1	100.00%	1	100.00%	0.00%	0.00%	-0.816467
February 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Party	90.00%	3	6	50.00%	6	50.00%	50.00%	50.00%	-1.466395
February 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	15	15	100.00%	15	100.00%	0.00%	0.00%	
February 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	42	4	10.50	4	10.50	0.00%	0.00%	
February 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Party	6.00	64	14	4.57	14	4.57	0.00%	0.00%	
February 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Party	N/A	1	1	100.00%	1	100.00%	0.00%	0.00%	
February 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DSL COMPATIBLE	Party	N/A	1	1	100.00%	1	100.00%	0.00%	0.00%	
February 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Party	N/A	6	6	100.00%	6	100.00%	0.00%	0.00%	
February 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Party	N/A	12	15	80.00%	15	80.00%	40.00%	40.00%	0.958154
February 2018	Ordering and Provisioning	OP-5C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	244	244	100.00%	244	100.00%	0.00%	0.00%	-0.417484
February 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6619.00	19.50	0.34	19.50	0.34	0.00%	0.00%	
February 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16679.00	12.690	1.30	12.690	1.30	0.00%	0.00%	
February 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23392.00	19.490	1.20	19.490	1.20	0.00%	0.00%	
February 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3970.62	4.902	0.81	4.902	0.81	0.00%	0.00%	
February 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4561.18	4.902	0.81	4.902	0.81	0.00%	0.00%	
February 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	779.30	1.870	0.39	1.870	0.39	0.00%	0.00%	
February 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1354.68	1.278	1.06	1.278	1.06	0.00%	0.00%	
February 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2083.98	1.870	1.11	1.870	1.11	0.00%	0.00%	
February 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3131.52	3.728	0.84	3.728	0.84	0.00%	0.00%	
February 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7273.20	3.628	1.90	3.628	1.90	0.00%	0.00%	
February 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10404.72	3.728	2.79	3.728	2.79	0.00%	0.00%	
February 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7800.23	7.723	1.01	7.723	1.01	0.00%	0.00%	
February 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6515.04	5.817	1.12	5.817	1.12	0.00%	0.00%	
February 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14315.27	7.723	1.85	7.723	1.85	0.00%	0.00%	
February 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2402.40	1.092	2.20	1.092	2.20	0.00%	0.00%	
February 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	651.26	1.169	0.54	1.169	0.54	0.00%	0.00%	
February 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3033.66	1.092	2.78	1.092	2.78	0.00%	0.00%	
February 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	4020.51	6.591	0.61	6.591	0.61	0.00%	0.00%	
February 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8191.69	13.429	0.61	13.429	0.61	0.00%	0.00%	
February 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12212.20	6.591	1.85	6.591	1.85	0.00%	0.00%	
February 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	225.00	1.125	0.20	1.125	0.20	0.00%	0.00%	
February 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	800.52	1.896	0.42	1.896	0.42	0.00%	0.00%	
February 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1234.44	972	1.27	972	1.27	0.00%	0.00%	
February 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2034.96	1.906	1.19	2034.96	1.19	0.00%	0.00%	
February 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2343.68	3.662	0.64	3.662	0.64	0.00%	0.00%	
February 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53720.19	2.817	19.07	2.817	19.07	0.00%	0.00%	
February 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	56063.87	3.662	15.31	3.662	15.31	0.00%	0.00%	
February 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8281.00	4.900	1.69	4.900	1.69	0.00%	0.00%	
February 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8211.97	4.537	1.81	4.537	1.81	0.00%	0.00%	
February 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	66387.84	6.816	9.74	6.816	9.74	0.00%	0.00%	
February 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	24874.20	6.378	3.90	6.378	3.90	0.00%	0.00%	
February 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47968.71	3.501	13.71	3.501	13.71	0.00%	0.00%	
February 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4177.92	816	5.12	816	5.12	0.00%	0.00%	
February 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Service Availability XML)	XML Request/Response	Diagnostic	N/A	17633.00	5.038	3.50	5.038	3.50	0.00%	0.00%	
February 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3345.10	3.041	1.10	3.041	1.10	0.00%	0.00%	
February 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Connecting Fac. Assign XML)	XML Request/Response	Diagnostic	N/A	5750.52	1.662	3.46	1.662	3.46	0.00%	0.00%	
February 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	115	143	80.42%	143	80.42%	0.00%	0.00%	
February 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	5	6	83.33%	6	83.33%	0.00%	0.00%	
February 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	44	59	74.58%	59	74.58%	0.00%	0.00%	
February 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	115	115	100.00%	115	100.00%	0.00%	0.00%	
February 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	5	6	83.33%	6	83.33%	0.00%	0.00%	
February 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	44	44	100.00%	44	100.00%	0.00%	0.00%	
February 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	1201	9	1.20	9	1.20	0.00%	0.00%	
February 2018	Pre-Ordering	PO-5A(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	5	5	100.00%	5	100.00%	0.00%	0.00%	
February 2018	Pre-Ordering	PO-5A(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	40	40	100.00%	40	100.00%	0.00%	0.00%	
February 2018	Pre-Ordering	PO-5A(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	90.00%	110	110	100.00%	110	100.00%	0.00%	0.00%	
February 2018	Pre-Ordering	PO-5B(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1	1	100.00%	1	100.00%	0.00%	0.00%	
February 2018	Pre-Ordering	PO-5B(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	14	14	100.00%	14	100.00%	0.00%	0.00%	
February 2018	Pre-Ordering	PO-5B(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	22	22	100.00%	22	100.00%	0.00%	0.00%	
February 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	3	3	100.00%	3	100.00%	0.00%	0.00%	
February 2018	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Party	N/A	0	3	0.00%	3	0.00%	0.00%	0.00%	
January 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Party by Design	N/A	146	146	100.00%	146	100.00%	0.00%	0.00%	
January 2018	Billing	BI-3A	UNE and Resale Aggregate Billing Accuracy - Adjustments for Errors	UNE and Resale Aggregate	Diagnostic	N/A	125.657	125.657	100.00%	125.657	100.00%	0.00%	0.00%	
January 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	UNE and Resale Aggregate	Party	N/A	212	212	100.00%	212	100.00%	0.00%	0.00%	
January 2018	Billing	BI-4A	UNE and Resale Aggregate Reciprocal Compensation (MOU)	UNE and Resale Aggregate	Party	N/A	186	186	99.46%	186	99.46%	7.11%	7.11%	-0.380525
January 2018	Billing	BI-4B	Reciprocal Compensation (MOU)	UNE and Resale Aggregate	Party	N/A	212	212	100.00%	212	100.00%	0.00%	0.00%	
January 2018	Database Updates	DB-1B	All	LDB	Diagnostic	N/A	3,385,176	3,322,461	1.01	3,322,461	1.01	0.00%	0.00%	
January 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	769.68	769.68	0.22	769.68	0.22	0.00%	0.00%	
January 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%	30,600	100.00%	0.00%	0.00%	
January 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%	30,600	100.00%	0.00%	0.00%	

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Party Score
January 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
January 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
January 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	Repair GUI	Diagnostic	N/A	42,180	42,180	100.00%							
January 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
January 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0	0.00%							
January 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Party	N/A	0	1	0.00%							
January 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	0	2	0.00%							
January 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - DS1 Capable	Party	N/A	0	3	0.00%							
January 2018	Maintenance and Repair	MR-5X	Out of Service Cleared w/ 24 Hours	Business	Party	N/A	0	2	0.00%							
January 2018	Maintenance and Repair	MR-4E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Party	N/A	7,27	7,27	0.00%							
January 2018	Maintenance and Repair	MR-4E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	37,45	12,35	16.34	1.33	1	1.33	0.00			0.74342
January 2018	Maintenance and Repair	MR-4E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - DS1 Capable	Party	N/A	9,03	2,16	1.42	1.42	0	1.42	0.00%			0.97569
January 2018	Maintenance and Repair	MR-4E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Party	N/A	383,42	18,24	18.59	22,277.07	232	98.01	167.58			-2.349354
January 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Party	N/A	0	1	0.00%							
January 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	0	3	0.00%							
January 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	UNBUNDLED LOOP - DS1 Capable	Party	N/A	0	4	0.00%							
January 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop Analog	Party	N/A	4	16.67%	37.27%		25	255	9.80%			0.74342
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Party	N/A	0	2,50%	0.00%		0	203	0.00%			-0.40823
January 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - DS1 Capable	Party	N/A	0	11,808	0.00%		0	11,808	0.00%			0.97569
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Resistance	Party	N/A	48	0.00%	185	13,728	135%	11.53%				-0.816682
January 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBINDING	Party	N/A	0	1	0.00%		0	201	0.00%			-1.486507
January 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	3	681	0.44%	6.62%	1	42	2.38%			-0.80054
January 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - 2 Wire Non-Loaded	Party	N/A	4	520	0.77%	8.74%	1	42	2.38%			-0.901935
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Party	N/A	24	4,230	0.57%	7.51%	0	207	0.00%			-1.548337
January 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q End Ofc w/ TCSR excl	Unbundled Loop Analog	Party	N/A	0	1,632	0.00%	0.00%	0	255	23,150	1.10%		0.64063
January 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q End Ofc w/ TCSR excl	LIS Trunk	Party	N/A	0	840	0.00%	0.00%	0	255	23,150	1.10%		-2.860648
January 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/ TCSR excl	LIS Trunk	Diagnostic	N/A	0	840	0.00%	0.00%	0	255	23,150	1.10%		-3.060463
January 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Party	N/A	1	2,00	0.00							
January 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Party	N/A	7	7,00	0.00		13,411	25	536.44			-1.322984
January 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Party	N/A	0	1	0.00%							
January 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Party	N/A	1	100,000%	0.00%							
January 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	N/A	90,00%	1	100,00%		12	25	48,00%			1,281001
January 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	N/A	2	2	100,00%		1	1	100,00%			0.00%
January 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	N/A	3	3	100,00%							
January 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	N/A	0	1	0.00%							
January 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LIS Trunk	Party	N/A	6	1	6.00							
January 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	N/A	2	2	3.00							
January 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	N/A	10	10,00	10.00							
January 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	N/A	57	11	5.18							
January 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Party	N/A	2	2	100,00%		1	1	100,00%			0.00%
January 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	3	3	100,00%							
January 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Party	N/A	1	1	100,00%							
January 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Party	N/A	14	14	100,00%							
January 2018	Ordering and Provisioning	OP-5A	Number Portability Timeliness without Loop Coord	LNP	Party	N/A	120	120	100,00%							
January 2018	Pre-Ordering	PO-15A GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6825.00	19,500	0.35							
January 2018	Pre-Ordering	PO-15A GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	18396.80	12,810	1.28							
January 2018	Pre-Ordering	PO-15A GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23221.80	19,500	1.19							
January 2018	Pre-Ordering	PO-15A GUI	Pre-Order Response Times (Appt. Schedule)	REQUEST	Diagnostic	N/A	4073.64	4,908	0.83							
January 2018	Pre-Ordering	PO-15A GUI	Pre-Order Response Times (Appt. Schedule)	TOTAL	Diagnostic	N/A	4700.09	4,908	0.98							
January 2018	Pre-Ordering	PO-15A GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	694.20	1,780	0.39							
January 2018	Pre-Ordering	PO-15A GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1281.86	1,188	1.07							
January 2018	Pre-Ordering	PO-15A GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1976.06	1,780	1.11							
January 2018	Pre-Ordering	PO-15A GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3200.06	3,721	0.86							
January 2018	Pre-Ordering	PO-15A GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	6863.40	3,813	1.80							
January 2018	Pre-Ordering	PO-15A GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10063.46	3,721	2.70							
January 2018	Pre-Ordering	PO-15A GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7784.88	7,688	1.01							
January 2018	Pre-Ordering	PO-15A GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6576.80	5,820	1.13							
January 2018	Pre-Ordering	PO-15A GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14341.48	7,688	1.87							
January 2018	Pre-Ordering	PO-15A GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1,083	2,19	0.53							
January 2018	Pre-Ordering	PO-15A GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	615.86	1,162	0.53							
January 2018	Pre-Ordering	PO-15A GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2987.63	1,083	2.76							
January 2018	Pre-Ordering	PO-15A GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	8055.60	6,568	0.60							
January 2018	Pre-Ordering	PO-15A GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	13,426	13,426	0.60							
January 2018	Pre-Ordering	PO-15A GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	21,482	13,426	1.82							
January 2018	Pre-Ordering	PO-15A GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	282.20	282.20	0.23							
January 2018	Pre-Ordering	PO-15A GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	817.00	1,900	0.43							
January 2018	Pre-Ordering	PO-15A GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1227.50	982	1.25							
January 2018	Pre-Ordering	PO-15A GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2306.70	1,900	1.21							
January 2018	Pre-Ordering	PO-15A GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2303.28	3,656	0.63							

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Month	PID Category	PID	GUI	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Party Score
January 2018	Pre-Ordering	PO-HMA GUI		Pre-Order Response Time(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53435.25	2.805	19.05							
January 2018	Pre-Ordering	PO-HMA GUI		Pre-Order Response Time(Loop Qual Tools)	TOTAL	Diagnostic	N/A	5728.53	3.656	15.25							
January 2018	Pre-Ordering	PO-H-XML		Pre-Order Response Time (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8545.56	4.828	1.77							
January 2018	Pre-Ordering	PO-H-XML		Pre-Order Response Time (Appl. Scheduler XML)	XML Request/Response	Diagnostic	N/A	4.539	1.82								
January 2018	Pre-Ordering	PO-H-XML		Pre-Order Response Time (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67087.44	6.902	9.72							
January 2018	Pre-Ordering	PO-H-XML		Pre-Order Response Time (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25444.00	6.381	4.00							
January 2018	Pre-Ordering	PO-H-XML		Pre-Order Response Time (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48308.19	3.483	13.83							
January 2018	Pre-Ordering	PO-H-XML		Pre-Order Response Time (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4110.60	806	5.10							
January 2018	Pre-Ordering	PO-H-XML		Pre-Order Response Time (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17119.00	5.035	3.40							
January 2018	Pre-Ordering	PO-H-XML		Pre-Order Response Time (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3638.00	3.030	1.20							
January 2018	Pre-Ordering	PO-H-XML		Pre-Order Response Time (Connecting Fac. Assign XML)	XML Request/Response	Diagnostic	N/A	5522.16	1.566	3.46							
January 2018	Pre-Ordering	PO-2A		All Electronic LSRs	LNP	Diagnostic	N/A	155	78.35%								
January 2018	Pre-Ordering	PO-2A		All Electronic LSRs	Resale Aggregate W/O UNE-P-PTS	Diagnostic	N/A	5	100.00%								
January 2018	Pre-Ordering	PO-2A		All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	54	77	70.15%							
January 2018	Pre-Ordering	PO-2B		All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	123	100.00%								
January 2018	Pre-Ordering	PO-2B		All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-PTS	Diagnostic	N/A	5	100.00%								
January 2018	Pre-Ordering	PO-2B		All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	54	54	100.00%							
January 2018	Pre-Ordering	PO-3X		Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	92.36	28	3.18							
January 2018	Pre-Ordering	PO-5A(a)		FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	4	4	100.00%							
January 2018	Pre-Ordering	PO-5A(b)		FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	49	49	100.00%							
January 2018	Pre-Ordering	PO-5A(c)		FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	114	114	100.00%							
January 2018	Pre-Ordering	PO-5B(b)		FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	23	23	100.00%							
January 2018	Pre-Ordering	PO-5B(c)		FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	27	27	100.00%							
January 2018	Pre-Ordering	PO-5D		FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	1	1	100.00%							
January 2018	Pre-Ordering	PO-9B		Unbundled Loops	Unbundled Loops and Number Portability	Party	N/A	2	5	40.00%							
December 2017	Billing	BI-2		Invoices Delivered within 10 Days	All	Diagnostic	N/A	129	129	100.00%							
December 2017	Billing	BI-3A		Billing Accuracy - Adjustments for Errors	UNES and Resale Aggregate	Diagnostic	N/A	128.444	334	100.00%							
December 2017	Billing	BI-3B		Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	246	246	100.00%							
December 2017	Billing	BI-4A		Billing Accuracy - Adjustments for Errors	UNES and Resale Aggregate	Party	N/A	246	246	100.00%							
December 2017	Billing	BI-4B		Reciprocal Compensation (MOU)	Reciprocal Compensation	Party	N/A	334	334	100.00%							
December 2017	Database Updates	DB-1B		All	LDB	Diagnostic	N/A	334	334	100.00%							
December 2017	Database Updates	DB-1C-1		All	LDB	Diagnostic	N/A	2,688.404	2,688.404	1.01							
December 2017	Electronic Gateway Availability	GA-1		Gateway Availability - LSR	Directory Listing	Diagnostic	N/A	3,128	3,128	0.22							
December 2017	Electronic Gateway Availability	GA-1		Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%							
December 2017	Electronic Gateway Availability	GA-1		Gateway Availability - LSR	SIA	Diagnostic	N/A	29,880	29,880	100.00%							
December 2017	Electronic Gateway Availability	GA-3		Gateway Availability - Repair	SIA	Diagnostic	N/A	29,880	29,880	100.00%							
December 2017	Electronic Gateway Availability	GA-3		Gateway Availability - Repair	EFTA	Diagnostic	N/A	42,840	42,840	100.00%							
December 2017	Electronic Gateway Availability	GA-4		System Availability - Repair	Repair GUI	Diagnostic	N/A	41,965	41,965	100.00%							
December 2017	Electronic Gateway Availability	GA-4		System Availability - Repair	EASE	Diagnostic	N/A	26,580	26,580	100.00%							
December 2017	Electronic Gateway Availability	GA-7		Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0	0.00%							
December 2017	Maintenance and Repair	MR-5B		All Troubles Cleared w/ 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Party	N/A	2	2	50.00%							
December 2017	Maintenance and Repair	MR-5B		All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	3	4	75.00%							
December 2017	Maintenance and Repair	MR-5X		Out of Services cleared w/ 24 Hours	UNBUNDLED LOOP - DS1 Capable	Party	N/A	2	2	50.00%							
December 2017	Maintenance and Repair	MR-6E		Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Party	N/A	24.58	2	12.29							
December 2017	Maintenance and Repair	MR-6E		Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	15.53	4	3.58							
December 2017	Maintenance and Repair	MR-6E		Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	31.24	2	15.42							
December 2017	Maintenance and Repair	MR-6E		Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Party	N/A	358.22	24	14.56							
December 2017	Maintenance and Repair	MR-7E		Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Party	N/A	0	2	0.00%							
December 2017	Maintenance and Repair	MR-7E		Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	0	4	0.00%							
December 2017	Maintenance and Repair	MR-7E		Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	0	2	0.00%							
December 2017	Maintenance and Repair	MR-7E		Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Party	N/A	3	2	12.50%							
December 2017	Maintenance and Repair	MR-8		Trouble Rate	Enhanced Extended Loops - DS1 Capable	Party	N/A	2	39	5.13%							
December 2017	Maintenance and Repair	MR-8		Trouble Rate	Unbundled Loop Analog	Party	N/A	0	12,548	22.06%							
December 2017	Maintenance and Repair	MR-8		Trouble Rate	LIS Trunk	Party	N/A	0	840	0.00%							
December 2017	Maintenance and Repair	MR-8		Trouble Rate	Residence	Party	N/A	0	50	0.00%							
December 2017	Maintenance and Repair	MR-8		Trouble Rate	SUBLOOP UNBUNDLING	Party	N/A	0	1	0.00%							
December 2017	Maintenance and Repair	MR-8		Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	4	660	0.58%							
December 2017	Maintenance and Repair	MR-8		Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	0	163	0.00%							
December 2017	Maintenance and Repair	MR-8		Trouble Rate	Unbundled Loop - DS1 Capable	Party	N/A	2	524	0.38%							
December 2017	Maintenance and Repair	MR-8		Trouble Rate	Unbundled Loop Analog	Party	N/A	24	4,268	0.56%							
December 2017	Network Performance	NI-1A		Trunk Blockage to CTL-Q Tandem Off w/ TCSR excl	LIS Trunk	Party	N/A	0	1,632	0.00%							
December 2017	Network Performance	NI-1B		Trunk Blockage to CTL-Q End Off w/ TCSR excl	LIS Trunk	Party	N/A	0	840	0.00%							
December 2017	Network Performance	NI-1C		Trunk Blockage to CTL-Q Tandem Off w/ TCSR excl	LIS Trunk	Party	N/A	0	1,632	0.00%							
December 2017	Network Performance	NI-1D		Trunk Blockage to CTL-Q End Off w/ TCSR excl	LIS Trunk	Party	N/A	0	840	0.00%							
December 2017	Ordering and Provisioning	OP-15A		Interval for Pending Orders Delayed Fast Due Date	Unbundled Loop - DS1 Capable	Party	N/A	1	3.00	0.00							
December 2017	Ordering and Provisioning	OP-15A		Interval for Pending Orders Delayed Fast Due Date	Unbundled Loop Analog	Party	N/A	2	2	0.00							
December 2017	Ordering and Provisioning	OP-15B-RD		Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Party	N/A	1	100.00%	0.00%							
December 2017	Ordering and Provisioning	OP-15B-RD		Pending Orders Delayed for Facilities	Unbundled Loop Analog	Party	N/A	2	2	0.00%							
December 2017	Ordering and Provisioning	OP-3E		Interval Zone 2 Areas	LIS Trunk	Party	N/A	1	100.00%	0.00%							
December 2017	Ordering and Provisioning	OP-3E		Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	2	2	100.00%							
December 2017	Ordering and Provisioning	OP-4E		Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	80.00%	4	5	80.00%							
December 2017	Ordering and Provisioning	OP-4E		Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	2	3.00	0.00							
December 2017	Ordering and Provisioning	OP-4E		Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	30	6	5.00							

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Month	PID Category	PID	PID Title	Product Category	Standard	Party	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100	101	102	103	104	105	106	107	108	109	110	111	112	113	114	115	116	117	118	119	120	121	122	123	124	125	126	127	128	129	130	131	132	133	134	135	136	137	138	139	140	141	142	143	144	145	146	147	148	149	150	151	152	153	154	155	156	157	158	159	160	161	162	163	164	165	166	167	168	169	170	171	172	173	174	175	176	177	178	179	180	181	182	183	184	185	186	187	188	189	190	191	192	193	194	195	196	197	198	199	200	201	202	203	204	205	206	207	208	209	210	211	212	213	214	215	216	217	218	219	220	221	222	223	224	225	226	227	228	229	230	231	232	233	234	235	236	237	238	239	240	241	242	243	244	245	246	247	248	249	250	251	252	253	254	255	256	257	258	259	260	261	262	263	264	265	266	267	268	269	270	271	272	273	274	275	276	277	278	279	280	281	282	283	284	285	286	287	288	289	290	291	292	293	294	295	296	297	298	299	300	301	302	303	304	305	306	307	308	309	310	311	312	313	314	315	316	317	318	319	320	321	322	323	324	325	326	327	328	329	330	331	332	333	334	335	336	337	338	339	340	341	342	343	344	345	346	347	348	349	350	351	352	353	354	355	356	357	358	359	360	361	362	363	364	365	366	367	368	369	370	371	372	373	374	375	376	377	378	379	380	381	382	383	384	385	386	387	388	389	390	391	392	393	394	395	396	397	398	399	400	401	402	403	404	405	406	407	408	409	410	411	412	413	414	415	416	417	418	419	420	421	422	423	424	425	426	427	428	429	430	431	432	433	434	435	436	437	438	439	440	441	442	443	444	445	446	447	448	449	450	451	452	453	454	455	456	457	458	459	460	461	462	463	464	465	466	467	468	469	470	471	472	473	474	475	476	477	478	479	480	481	482	483	484	485	486	487	488	489	490	491	492	493	494	495	496	497	498	499	500
December 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Standard	Party	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100	101	102	103	104	105	106	107	108	109	110	111	112	113	114	115	116	117	118	119	120	121	122	123	124	125	126	127	128	129	130	131	132	133	134	135	136	137	138	139	140	141	142	143	144	145	146	147	148	149	150	151	152	153	154	155	156	157	158	159	160	161	162	163	164	165	166	167	168	169	170	171	172	173	174	175	176	177	178	179	180	181	182	183	184	185	186	187	188	189	190	191	192	193	194	195	196	197	198	199	200	201	202	203	204	205	206	207	208	209	210	211	212	213	214	215	216	217	218	219	220	221	222	223	224	225	226	227	228	229	230	231	232	233	234	235	236	237	238	239	240	241	242	243	244	245	246	247	248	249	250	251	252	253	254	255	256	257	258	259	260	261	262	263	264	265	266	267	268	269	270	271	272	273	274	275	276	277	278	279	280	281	282	283	284	285	286	287	288	289	290	291	292	293	294	295	296	297	298	299	300	301	302	303	304	305	306	307	308	309	310	311	312	313	314	315	316	317	318	319	320	321	322	323	324	325	326	327	328	329	330	331	332	333	334	335	336	337	338	339	340	341	342	343	344	345	346	347	348	349	350	351	352	353	354	355	356	357	358	359	360	361	362	363	364	365	366	367	368	369	370	371	372	373	374	375	376	377	378	379	380	381	382	383	384	385	386	387	388	389	390	391	392	393	394	395	396	397	398	399	400	401	402	403	404	405	406	407	408	409	410	411	412	413	414	415	416	417	418	419	420	421	422	423	424	425	426	427	428	429	430	431	432	433	434	435	436	437	438	439	440	441	442	443	444	445	446	447	448	449	450	451	452	453	454	455	456	457	458	459	460	461	462	463	464	465	466	467	468	469	470	471	472	473	474	475	476	477	478	479	480	481	482	483	484	485	486	487	488	489	490	491	492	493	494	495	496	497	498	499	500

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Month	PID Category	PID	PID Title	Product Category	Standard	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Party Score
November 2017	Maintenance and Repair	MR-SB	All Troubles Cleared w/ 4 Hours/Zone 2	Unbundled Loop - DS1 Capable	Party	1	4	25.00%	43.30%	3	3	100.00%	0.00%	1.20407	-0.267991
November 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/ 24 hours	Business	Party	0	4	0.00%	0.00%	14	62	22.59%	41.81%	0.316975	-0.807293
November 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Party	327	1	3.27	0.00	3:10	2	1.35	0.27	0.062707	-0.961877
November 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	114.49	5	22.58	21.09	3:10	2	1.35	0.27	0.062707	-0.961877
November 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Party	1:56	1	1.56	0.00	3:10	2	1.35	0.27	1.068938	-0.351348
November 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Party	49.03	4	12.16	9.12	3:10	2	1.35	0.27	1.068938	-0.351348
November 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Party	359.49	18	19.59	17.45	26330.50	3	0.00%	108.07	-2.919194	-2.747444
November 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate/Zone 2	Enhanced Extended Loops - DS1 Capable	Party	0	1	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate/Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	0	5	0.00%	0.00%	0	3	0.00%	0.00%	-0.180012	-1.10944
November 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate/Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Party	0	1	0.00%	0.00%	0	0	0.00%	0.00%	-0.462534	-1.281201
November 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate/Zone 2	Unbundled Loop - DS1 Capable	Party	1	4	25.00%	43.30%	43	284	15.14%	12.28%	-1.281201	-1.460851
November 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate/Zone 2	Unbundled Loop Analog	Party	2	18	11.11%	31.43%	3	196	1.53%	0.00%	-0.046596	-1.028328
November 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Party	1	39	2.59%	15.81%	3	196	1.53%	0.00%	-0.046596	-1.028328
November 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Party	12.662	0	0.00%	0.00%	0	11.928	0.00%	0.00%	-0.874414	-1.531666
November 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Party	0	50	0.00%	0.00%	214	14.159	1.51%	12.34%	-0.125905	-1.079588
November 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBINDING	Party	0	1	0.00%	0.00%	3	164	1.85%	12.34%	-0.644542	-1.381854
November 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	698	8	87.25%	8.45%	3	43	0.00%	0.00%	-0.874414	-1.531666
November 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Party	165	0	0.61%	7.78%	3	200	1.50%	10.87%	-0.757704	-1.460851
November 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Party	542	4	0.74%	8.56%	3	403	0.75%	12.19%	-0.757704	-1.460851
November 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Party	4.348	18	0.41%	6.42%	284	23.745	1.20%	10.87%	-0.361244	-2.99928
November 2017	Network Performance	NI-8A	Trunk Blockage to CTL-Q Tandem Off w/ TSSR excl	LIS Trunk	Party	0	1,200	0.00%	0.01%	0	0	0.00%	0.00%	-0.361244	-2.99928
November 2017	Network Performance	NI-8B	Trunk Blockage to CTL-Q End Ofc w/ TSSR excl	LIS Trunk	Party	0	504	0.00%	0.00%	0	0	0.00%	0.00%	-0.361244	-2.99928
November 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Off w/ TSSR excl	LIS Trunk	Diagnostic	19	1,632	1.18%	1.88%	0	0	0.00%	0.00%	-0.361244	-2.99928
November 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/ TSSR excl	LIS Trunk	Diagnostic	15	840	1.83%	1.88%	0	0	0.00%	0.00%	-0.361244	-2.99928
November 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	2	5	40.00%	90.00%	28	32	87.50%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	15	5	3.00	6.00	113	25	4.52	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	113	25	4.52	6.00	49	52	94.23%	23.32%	-0.504755	-1.30687
November 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	5	5	100.00%	17.40%	49	52	94.23%	23.32%	-0.504755	-1.30687
November 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Party	31	32	96.88%	17.40%	49	52	94.23%	23.32%	-0.504755	-1.30687
November 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	3	3	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-HMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	6626.80	19,490	0.34	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-HMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	16112.88	12,788	1.26	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-HMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	22739.48	19,490	1.17	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	3969.00	4,900	0.81	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	4521.00	4,600	0.92	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-HMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	894.20	1,780	0.39	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-HMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	1,333	1,233	1.08	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-HMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	2,018.18	1,780	1.12	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	3196.82	3,717	0.86	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-HMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	7612.00	3,806	2.00	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	10808.82	3,717	2.91	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-HMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	7868.17	7,639	1.03	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-HMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	6576.60	5,820	1.13	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-HMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	14444.77	7,639	1.89	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	2345.77	1,081	2.17	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	644.00	1,150	0.56	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	2989.77	1,081	2.77	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-HMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	3917.56	6,582	0.58	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-HMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	7784.18	13,421	0.58	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-HMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	11601.74	6,582	1.76	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-HMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	1,128	0.24	0.24	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-HMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	890.65	1,895	0.47	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-HMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	1,201.70	885	1.36	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-HMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	2,093.07	1,895	1.25	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	3,625	3,625	0.67	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	51723.54	2,718	19.03	19.03	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	54152.29	3,625	14.94	14.94	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-HMA GUI	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	4,820	4,820	1.76	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-HMA GUI	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	8,165.68	4,528	1.81	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-HMA GUI	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	6,900	6,900	9.72	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-HMA GUI	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	20984.20	6,362	4.10	4.10	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-HMA GUI	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	48252.87	3,489	13.83	13.83	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	4074.90	799	5.10	5.10	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-HMA GUI	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	17968.00	5,020	3.40	3.40	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-HMA GUI	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	3922.10	3,017	1.30	1.30	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-2A	All Electronic LSRs	XML Request/Response	Diagnostic	5515.24	1,594	3.46	3.46	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-2A	All Electronic LSRs	LNP	Diagnostic	131	131	81.37%	81.37%	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	57	81	70.37%	70.37%	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	131	131	100.00%	100.00%	0	0	0.00%	0.00%	0.00%	0.00%
November 2017	Ordering and Provisioning	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	1	1	100.00%	100.00%	0	0	0.00%	0.00%	0.00%	0.00%

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
November 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	57	57	100.00%							
November 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	20:48	9	2:19							
November 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Product Aggregate	Benchmark	95.00%	1	1	100.00%							
November 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Retail Aggregate	Benchmark	95.00%	51	51	100.00%							
November 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	125	125	100.00%							
November 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	4	4	100.00%							
November 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Retail Aggregate	Benchmark	90.00%	25	25	100.00%							
November 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	25	25	100.00%							
November 2017	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	0	1	0.00%							
November 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	5	5	100.00%							
November 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Parability	Parity	N/A	1	1	27.64%		0	4	0.00%		0.00%	