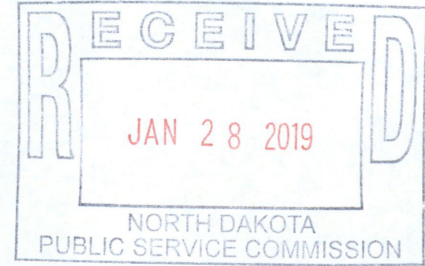


CenturyLink
200 South 5th Street, Room 2100
Minneapolis, MN 55402
612 663-6930
612 663-4158 fax

Andrew Schriener
State Legislative Affairs Director



January 28, 2019



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

**Re: In the Matter of Qwest Corporation dba CenturyLink QC's PIDs and PAP Revision
Case No. PU-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 December 2017 through December 2018;
and
2. Payment Report for the month of November 2018.

Sincerely,

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

Andrew Schriener
State Legislative Affairs Director

AS/bardm

Enclosures

CERTIFICATE OF SERVICE

I hereby certify that on this 28th day of January, 2019, the foregoing Performance Results Report for the months of December 2017 through December 2018 and the Payment Report for the month of November 2018 were served upon the following party:

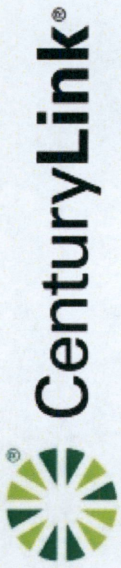
Mr. Darrell Nitschke
Executive Secretary
North Dakota Public Service Commission
600 East Boulevard Avenue, 12th Floor
Bismarck, ND 58505-0480

and copies sent electronically, addressed to the following:

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



Dianne Barthel



Qwest Corporation (Qwest or CTL-Q) Performance Results

North Dakota December 2017 - December 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.

January 12, 2019

CenturyLink QC Performance Results – Current 271 PID

Dec 2018 PAP Aggregate Performance Report ND.xls

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	Standard Deviator	Modified Z Score	Parity Score				
December 2018	Billing	Bl-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	108	108	100.00%											
December 2018	Billing	Bl-3A	Billing Accuracy - Adjustments for Errors	UNEAs and Resale Aggregate	Diagnostic	N/A	108,000	108,000	100.00%											
December 2018	Billing	Bl-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	265	265	100.00%											
December 2018	Billing	Bl-4A	UNEAs and Resale Aggregate	UNEAs and Resale Aggregate	Parity	N/A	227	227	100.00%											
December 2018	Billing	Bl-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Diagnostic	N/A	265	265	99.96%						0.00%	2,418	99.38%	7.83%	-1.134008	-1.899975
December 2018	Database Updates	DB-1B	All	LIDS	Diagnostic	N/A	2,238,763	2,238,763	1.01											
December 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	586,47	2,422	0.21											
December 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	29,520	100.00%											
December 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%											
December 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%											
December 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%											
December 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	28,880	28,880	100.00%											
December 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0	0.00%											
December 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	LIS Trunk	Parity	N/A	1	1	0.00%											
December 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	3	66.67%											
December 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	1	0.00%											
December 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	4	50.00%											
December 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	7-16	7-16	0.00											
December 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	18-23	3	6.08											
December 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	28-38	1	28.38											
December 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	14-25	4	3.36											
December 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	158-47	27	5.48											
December 2018	Maintenance and Repair	MR-6E	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	56	0.00%											
December 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	11,497	31	0.01%											
December 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	31	0.00%											
December 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%											
December 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	560	0.54%											
December 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	141	0.71%											
December 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	4	340	1.01%											
December 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	27	3,558	0.76%											
December 2018	Maintenance and Repair	MR-9	Trouble Rate	Unbundled Loop Analog	Parity	N/A	4	1,512	0.26%											
December 2018	Network Performance	Nl-1A	Trunk Blockage to CTL-Q Tandem Otc w/ TCSR excl	LIS Trunk	Parity	N/A	4	504	0.00%											
December 2018	Network Performance	Nl-1B	Trunk Blockage to CTL-Q End Otc w/ TCSR excl	LIS Trunk	Parity	N/A	4	504	0.00%											
December 2018	Network Performance	Nl-1C	Trunk Blockage to CTL-Q Tandem Otc w/ TCSR excl	LIS Trunk	Diagnostic	N/A	4	1,512	0.26%											
December 2018	Network Performance	Nl-1D	Trunk Blockage to CTL-Q End Otc w/ TCSR excl	LIS Trunk	Diagnostic	N/A	4	504	0.00%											
December 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2	100.00%											
December 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	N/A	0.00%	1	100.00%											
December 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	N/A	90.00%	6	85.71%											
December 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	8	1	6.00											
December 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	N/A	0.00	3	4.71											
December 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	N/A	65.00%	33	7											
December 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	N/A	346	346	100.00%											
December 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	3286.28	11,838	0.28											
December 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	7545.01	8,278	0.91											
December 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	10831.89	11,838	0.92											
December 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	739.59	1,581	0.47											
December 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	846.46	1,581	0.54											
December 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	481.52	1,204	0.41											
December 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	97.84	1,136	0.09											
December 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	586.38	1,204	0.49											
December 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	1244.14	1,498	0.83											
December 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	231.60	1,469	0.16											
December 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	1475.74	1,469	0.99											
December 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	3143.75	3,560	0.88											
December 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15											
December 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	9629.75	3,560	2.71											
December 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	434.59	448	0.97											
December 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	142.76	448	0.32											
December 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	577.35	448	1.29											
December 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1,958.89	3,452	0.56											
December 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	2,272.86	6,860	0.33											
December 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	3831.75	3,452	1.05											
December 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	251.48	480	0.51											
December 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	268.95	225	1.28											
December 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	561.43	480	1.15											
December 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	685.11	1,664	0.41											
December 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	1,302.71	873	1.94											
December 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	1,987.82	1,664	1.19											
December 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10826.18	6,523	1.66											
December 2018	Pre-Ordering	PO-H-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1039.17	4,479	0.23											
December 2018	Pre-Ordering	PO-H-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	7,176	19.45											

Dec 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 Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	Standard Deviator	Modified Z Score	Parity Score
December 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Requests/Response	Diagnostic	N/A	25890.94	7.311	3.54							
December 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Requests/Response	Diagnostic	N/A	40974.06	4.568	8.97							
December 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Requests/Response	Diagnostic	N/A	3991.25	775	5.15							
December 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Requests/Response	Diagnostic	N/A	19800.00	5.280	3.75							
December 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Requests/Response	Diagnostic	N/A	9366.80	3.346	2.80							
December 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assign XML)	XML Requests/Response	Diagnostic	N/A	5958.12	1.722	3.46							
December 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	70	90	77.78%							
December 2018	Pre-Ordering	PO-2A	Resale Aggregate W/O UNE-P-POTS	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	3	4	75.00%							
December 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	53	67	76.10%							
December 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	70	72	97.22%							
December 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	3	3	100.00%							
December 2018	Pre-Ordering	PO-2B	LSRs received via facsimile	Unbundled Loop Aggregate	Diagnostic	N/A	53	53	100.00%							
December 2018	Pre-Ordering	PO-3C	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	92.46	1	92.46							
December 2018	Pre-Ordering	PO-3X	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	16.50	12	1.24							
December 2018	Pre-Ordering	PO-5A(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	3	3	100.00%							
December 2018	Pre-Ordering	PO-5A(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	52	52	100.00%							
December 2018	Pre-Ordering	PO-5A(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	66	66	100.00%							
December 2018	Pre-Ordering	PO-5B(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1	1	100.00%							
December 2018	Pre-Ordering	PO-5B(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	14	14	100.00%							
December 2018	Pre-Ordering	PO-5B(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	17	17	100.00%							
December 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%							
November 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity 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	Diagnostic	N/A	279	279	100.00%							
November 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	297	297	100.00%							
November 2018	Billing	BI-4B	UNEs and Resale Aggregate	Reciprocal Compensation	Parity	N/A	279	279	99.97%							
November 2018	Database Updates	DB-1B	Reciprocal Compensation (MOU)	LIDB	Diagnostic	N/A	3,256,857	3,214,685	1.01							
November 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	359.27	2,564	0.14							
November 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	29,520	100.00%							
November 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
November 2018	Electronic Gateway Availability	GA-3	Gateway Availability - LSR	XML	Diagnostic	N/A	29,520	29,520	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	40,740	40,740	100.00%							
November 2018	Electronic Gateway Availability	GA-4	System 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	Parity	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	1	0.00%							
November 2018	Maintenance and Repair	MR-5X	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%							
November 2018	Maintenance and Repair	MR-4E	Out of Service Cleared w/ 24 hours	Business	Parity	N/A	0	0	0.00%							
November 2018	Maintenance and Repair	MR-4E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	2.23	1	2.23							
November 2018	Maintenance and Repair	MR-4E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2.46	1	2.46							
November 2018	Maintenance and Repair	MR-4E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	5.36	1	5.36							
November 2018	Maintenance and Repair	MR-4E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1.36	1	1.36							
November 2018	Maintenance and Repair	MR-4E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	27.521	28	9.50							
November 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%							
November 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1	100.00%							
November 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	1	0.00%							
November 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	7	28	25.00%							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	59	0.00%							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	11,305	0.01%	0.44%							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	32	0.00%	1.91%							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	563	1	0.16%							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	149	0.67%							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	397	0.25%							
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	28	3,619	0.77%							
November 2018	Network Performance	Nt-1A	Trunk Blockage to CTL-Q Tandem Off-w/ TGSR excl	Unbundled Loop Analog	Parity	N/A	0	1,512	0.00%							
November 2018	Network Performance	Nt-1B	Trunk Blockage to CTL-Q End Off-w/ TGSR excl	LIS Trunk	Parity	N/A	0	456	0.00%							
November 2018	Network Performance	Nt-1C	Trunk Blockage to CTL-Q Tandem Off w/ TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,512	0.00%							
November 2018	Network Performance	OP-3E	Trunk Blockage to CTL-Q End Off w/ TGSR excl	LIS Trunk	Diagnostic	N/A	1	480	0.16%							
November 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	6	6	100.00%							
November 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	11	11	100.00%							
November 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	18	6	3.00							
November 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	5	1	5.00							
November 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	11	4.62								
November 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	6	6	100.00%							
November 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%							
November 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	11	11	100.00%							
November 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	418	418	100.00%							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	GLEC Numerator	GLEC Denominator	GLEC Result	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	Standard Deviator	Modified Z Score	Parity Score
November 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	22965.30	94.570	0.26						
November 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	48707.03	60.595	0.82						
November 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	71602.03	94.570	0.76						
November 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Appr. Scheduler)	REQUEST	Diagnostic	N/A	7229.55	15.612	0.47						
November 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Appr. Scheduler)	TOTAL	Diagnostic	N/A	7872.03	15.812	0.50						
November 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	5222.23	12.820	0.41						
November 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	714.20	9.197	0.09						
November 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5936.43	12.820	0.46						
November 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	12593.59	15.327	0.83						
November 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	2347.49	12.062	0.20						
November 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	14941.08	15.327	0.97						
November 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	31890.00	31.890	0.91						
November 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6490.00	5.640	1.15						
November 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	38301.00	31.890	1.04						
November 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	5874.50	5.822	0.98						
November 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	314.68	3.825	0.09						
November 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	5898.18	5.822	1.03						
November 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	10175.15	24.048	0.42						
November 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	17148.88	45.656	0.39						
November 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	27324.03	24.048	1.10						
November 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	194.00	1.815	0.12						
November 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	3590.73	6.963	0.53						
November 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	2317.75	1.815	1.28						
November 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	6102.48	6.963	0.87						
November 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	6513.83	13.540	0.48						
November 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	1302.71	1.80	7.24						
November 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	7816.54	13.540	0.58						
November 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10929.18	6.524	1.68						
November 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Appr. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4.479	0.23						
November 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	7.170	0.68						
November 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25890.04	7.311	3.54						
November 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	40974.96	4.568	8.07						
November 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3994.25	7.78	5.16						
November 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	3.75	3.75						
November 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3.346	2.80						
November 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Connecting Fac. 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	0.783%						
November 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-PTS	Diagnostic	N/A	1	2	50.00%						
November 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	67	91	73.05%						
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	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-PTS	Diagnostic	N/A	1	1	100.00%						
November 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	67	67	100.00%						
November 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	66.39	27	2.35						
November 2018	Pre-Ordering	PO-5A(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	N/A	95.00%	1	100.00%						
November 2018	Pre-Ordering	PO-5A(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	N/A	95.00%	64	100.00%						
November 2018	Pre-Ordering	PO-5A(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	N/A	95.00%	74	100.00%						
November 2018	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	N/A	90.00%	27	100.00%						
November 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	N/A	90.00%	31	96.88%						
November 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LUS Trunks	LNP	Benchmark	N/A	85.00%	3	100.00%						
November 2018	Pre-Ordering	PO-5G	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	1	1	100.00%						
October 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity 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	126.242	126.242	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	UNEs and Resale Aggregate	Parity	N/A	272	272	100.00%						
October 2018	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Diagnostic	N/A	278	278	99.99%						
October 2018	Database Updates	DB-1B	All	LIB	Diagnostic	N/A	2,787,149	2,750,740	1.01						
October 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	515.23	3,288	0.16						
October 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,000	30,000	100.00%						
October 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,000	30,000	100.00%						
October 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,000	30,000	100.00%						
October 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	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-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%						
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	Parity	N/A	0	0	0.00%						
October 2018	Maintenance and Repair	MR-5X	Out of Service Cleared w/ 24 hours	Business	Parity	N/A	1	2	50.00%						
October 2018	Maintenance and Repair	MR-6A	Mean Time to Restore-Dig w/ MSA	Residence	Parity	N/A	161.58	1	161.58						
October 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Internal Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	57.33	8	7.12						
October 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Internal Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	17.53	1	17.53						
October 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Internal Zone 2	Unbundled Loop Analog	Parity	N/A	515.43	17.26	13.13						

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	Modified Z Score	Parity Score
October 2018	Maintenance and Repair	MR-7A	Repair Repeat Rate-Disp w/ MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	45	261	17.24%	37.77%	-0.455564	-1.276683
October 2018	Maintenance and Repair	MR-7E	Repair Repeat Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	8	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Maintenance and Repair	MR-7E	Repair Repeat Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Loop Analog	Parity	N/A	5	36	12.82%	33.43%	66	400	17.00%	37.56%	-0.863266	-1.403239
October 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	60	0.00%	0.00%	0	178	0.00%	0.00%	0.00%	0.00%
October 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	11,640	0.00%	0.00%	0	10,632	0.00%	0.00%	0.00%	0.00%
October 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	32	3.13%	17.40%	311	12,005	2.59%	15.89%	-0.173645	-1.105560
October 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	0.00%	0	174	0.00%	0.00%	0.00%	0.00%
October 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	8	581	1.38%	11.65%	0	40	0.00%	0.00%	-0.215258	-1.130887
October 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	150	0.00%	0.00%	0	40	0.00%	0.00%	0.00%	0.00%
October 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	400	0.25%	4.89%	0	180	0.00%	0.00%	-0.494873	-1.300892
October 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	39	3,064	1.06%	10.22%	400	20,670	1.93%	13.77%	-3.571968	-3.17182
October 2018	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/ MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	6	24	25.00%	43.30%	-0.503926	-1.300385
October 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Otc w/ TGSR excl	LIS Trunk	Parity	N/A	1	1,500	0.98%	0.22%	185	261	70.88%	45.43%	0.542047	-0.670459
October 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Otc w/ TGSR excl	LIS Trunk	Parity	N/A	0	450	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Otc w/ TGSR excl	LIS Trunk	Parity	N/A	0	1,500	0.08%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Otc w/ TGSR excl	LIS Trunk	Parity	N/A	1	480	0.21%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	1	1	1.00%	0.00%	6,951	2	8.00%	2.83	-0.288075	-1.175602
October 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	0	1	0.00%	0.00%	6	24	25.00%	43.30%	-0.503926	-1.300385
October 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	0	1	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	4	4	100.00%	0.00%	0.00%	0.00%
October 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	1	1	100.00%	0.00%	4	4	100.00%	0.00%	0.00%	0.00%
October 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	6	7	85.71%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	1	1	1.00%	0.00%	16	2	8.00%	2.83	-0.288075	-1.175602
October 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	7	1	7.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	3	1	3.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	31	7	4.43	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	4	4	100.00%	0.00%	0.00%	0.00%
October 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	7	7	100.00%	0.00%	66	76	90.76%	28.92%	-0.800383	-1.460246
October 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Parity	95.00%	148	148	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	22786.30	94,070	0.24	0.24	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	48997.53	60,500	0.80	0.80	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	71486.83	94,070	0.76	0.76	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	7227.55	15,610	0.46	0.46	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	7874.93	15,610	0.50	0.50	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	5222.23	12,820	0.41	0.41	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	706.20	9,195	0.08	0.08	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5931.43	12,820	0.46	0.46	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	12583.30	15,325	0.82	0.82	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	2342.46	12,060	0.19	0.19	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	14925.88	15,325	0.97	0.97	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	26811.88	31,875	0.84	0.84	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	6486.00	6,640	1.15	1.04	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	33207.88	31,875	1.04	1.04	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	5960.50	5,820	0.97	0.97	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	314.58	3,825	0.08	0.08	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	5994.08	5,820	1.03	1.03	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	10159.15	24,940	0.41	0.41	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	17143.77	45,650	0.38	0.38	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	27302.92	24,940	1.09	1.09	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	183.75	1,815	0.10	0.10	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	3571.83	6,990	0.51	0.51	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2317.75	1,815	1.28	1.28	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	XML Request/Response	Diagnostic	N/A	6073.33	6,990	0.87	0.87	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	XML Request/Response	Diagnostic	N/A	6513.83	13,540	0.48	0.48	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	1302.71	180	7.24	7.24	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	7816.54	13,540	0.58	0.58	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	10828.18	6,523	1.66	1.66	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23	0.23	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	7,178	9.68	9.68	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25890.04	7,311	3.54	3.54	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual XML)	XML Request/Response	Diagnostic	N/A	40874.96	4,568	8.97	8.97	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3091.25	775	5.15	5.15	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75	3.75	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80	2.80	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Connecting Fac. Assign XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722	3.46	3.46	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	95	133	71.43%	71.43%	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-PTS	Diagnostic	N/A	6	18	33.33%	33.33%	0	0	0.00%	0.00%	0.00%	0.00%
October 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A										

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	Standard Deviator	Modified Z Score	Parity Score
October 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNEP-POTS	Diagnostic	N/A	7	65.7%								
October 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	55	100.00%								
October 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	13511	7.57								
October 2018	Pre-Ordering	PO-5A(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	5	100.00%								
October 2018	Pre-Ordering	PO-5A(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	55	100.00%								
October 2018	Pre-Ordering	PO-5A(c)	FOCs on Time for Fully Electronic LSRs	UNP	Benchmark	95.00%	83	98.81%								
October 2018	Pre-Ordering	PO-5B(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	11	100.00%								
October 2018	Pre-Ordering	PO-5B(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	16	100.00%								
October 2018	Pre-Ordering	PO-5B(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	29	93.55%								
October 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks	LIS Trunk	Benchmark	85.00%	9	88.89%								
October 2018	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	0	0.00%			0	5	0.00%		0.00%	0.00%
September 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	148	99.33%								
September 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	116,854	100.00%								
September 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	297	100.00%								
September 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	263	100.00%								
September 2018	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Parity	N/A	297	100.00%								
September 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,848,078	2,811,880	1.01							
September 2018	Database Updates	DB-1C-1	All	Directory/Listing	Diagnostic	N/A	592,41	2,877	0.21							
September 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	28,800	28,800	100.00%							
September 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	28,800	28,800	100.00%							
September 2018	Electronic Gateway Availability	GA-3	Gateway Availability - LSR	XUL	Diagnostic	N/A	28,800	28,800	100.00%							
September 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EFTA	Diagnostic	N/A	41,400	41,400	100.00%							
September 2018	Electronic Gateway Availability	GA-4	System Availability - Repair	Repair/GUI	Diagnostic	N/A	40,125	40,125	100.00%							
September 2018	Electronic Gateway Availability	GA-7	System Availability - ASR	EASE	Diagnostic	N/A	25,500	25,500	100.00%							
September 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
September 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	0.00%			1	2	50.00%		-0.430727	-1.261884
September 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	0.00%			0	1	0.00%		0.00%	0.00%
September 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	7	14.29%								
September 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	40.00%			1	2	50.00%		-0.565949	-1.344072
September 2018	Maintenance and Repair	MR-5X	Out of Service Cleared w/ 24 hours	Business	Parity	N/A	21	34.43%			21	61	34.43%		-1.020580	-2.107623
September 2018	Maintenance and Repair	MR-4E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	513	513			536	1	5.36		0.00	0.00
September 2018	Maintenance and Repair	MR-4E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	2416	2416			2014	1	20.14		0.00	0.00
September 2018	Maintenance and Repair	MR-4E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	12956	7	18.34							
September 2018	Maintenance and Repair	MR-4E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1858	348	306							
September 2018	Maintenance and Repair	MR-7E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	19	13.13	10.31							
September 2018	Maintenance and Repair	MR-7E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	0.00%			0	2	0.00%		-2.603505	-2.582819
September 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	0.00%			0	1	0.00%		0.00%	0.00%
September 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	7	14.29%								
September 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	20.00%			0	2	0.00%		-0.585940	-1.344072
September 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	3	19	15.79%							
September 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	61	1.64%	12.70%							
September 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	11,918	0.01%	0.92%							
September 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	32	12,168							
September 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%							
September 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	7	611	1.15%							
September 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	150	0.00%							
September 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	5	415	1.20%							
September 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	19	3,746	0.51%							
September 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	1,560	0.00%							
September 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Otc w/ TCSR excl	LIS Trunk	Diagnostic	N/A	0	480	0.00%							
September 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q Eric Otc w/ TCSR excl	LIS Trunk	Diagnostic	N/A	0	1,560	0.00%							
September 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q Tandem Otc w/ TCSR excl	LIS Trunk	Diagnostic	N/A	0	480	0.00%							
September 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	4	4	100.00%							
September 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2	100.00%							
September 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	4	4	100.00%							
September 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	4	4	100.00%							
September 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	1	5.00							
September 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	6	6	100.00%							
September 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	12	4	3.00							
September 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	20	4	5.00							
September 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	3	3	100.00%							
September 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4	4	100.00%							
September 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	4	4	100.00%							
September 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	832	832	100.00%							
September 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	289,89	1,536	0.19							
September 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	306,37	720	0.43							
September 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	595,26	1,536	0.39							
September 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	267,00	2,225	0.12							
September 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4639.50	2,225	2.22							
September 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	144.00	1,200	0.12							
September 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4776.00	1,200	3.98							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numeric	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	Result	Standard Deviator	Modified Z Score	Parity Score
September 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4920.00	1,200	4.10							
September 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	417.48	3,479	0.12							
September 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	32076.38	3,479	9.22							
September 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	32493.86	3,479	9.34							
September 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	106.77	236	0.83							
September 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
September 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	6682.77	236	28.32							
September 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (Meal Point Inquiry)	REQUEST	Diagnostic	N/A	1578.61	1,307	1.13							
September 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (Meal Point Inquiry)	RESPONSE	Diagnostic	N/A	8705.60	1,307	4.80							
September 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (Meal Point Inquiry)	TOTAL	Diagnostic	N/A	8284.21	1,307	5.93							
September 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	123.61	360	0.34							
September 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	89.62	720	0.12							
September 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	213.23	360	0.56							
September 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	1535.16	2,328	0.66							
September 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	279.12	2,328	0.12							
September 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	8536.42	2,328	3.67							
September 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	10350.70	2,328	4.45							
September 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	47.76	180	0.38							
September 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	1392.71	180	7.24							
September 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	1370.47	180	7.61							
September 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
September 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (Appr. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23							
September 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	7,176	9.68							
September 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25860.04	7,311	3.54							
September 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	40974.06	4,568	8.07							
September 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (Meal Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3901.25	775	5.15							
September 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19600.00	5,280	3.75							
September 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80							
September 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (Connecting Fac. Assign XML)	XML Request/Response	Diagnostic	N/A	5658.12	1,722	3.46							
September 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	97	132	73.48%							
September 2018	Pre-Ordering	PO-2A	Resale Aggregate W/O UNE-P-POTS	Resale Aggregate	Diagnostic	N/A	5	7	71.43%							
September 2018	Pre-Ordering	PO-2A	Unbundled Loop Aggregate	Unbundled Loop Aggregate	Diagnostic	N/A	54	66	81.82%							
September 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	97	100	97.00%							
September 2018	Pre-Ordering	PO-2B	Resale Aggregate W/O UNE-P-POTS	Resale Aggregate	Diagnostic	N/A	5	5	100.00%							
September 2018	Pre-Ordering	PO-2B	Unbundled Loop Aggregate	Unbundled Loop Aggregate	Diagnostic	N/A	54	56	96.43%							
September 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	4101.77	78	5.16							
September 2018	Pre-Ordering	PO-5A(4e)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	N/A	5	5	100.00%							
September 2018	Pre-Ordering	PO-5A(4e)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	N/A	51	51	100.00%							
September 2018	Pre-Ordering	PO-5A(4e)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	N/A	93	93	100.00%							
September 2018	Pre-Ordering	PO-5B(4a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	2	2	100.00%							
September 2018	Pre-Ordering	PO-5B(4a)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	N/A	63	63	100.00%							
September 2018	Pre-Ordering	PO-5B(4b)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	N/A	34	34	100.00%							
September 2018	Pre-Ordering	PO-5B(4c)	FOCs on Time for Electronic/Manual LSRs	LUS Trunk	Benchmark	N/A	3	3	100.00%							
September 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LUS Trunks.	All	Parity by Design	N/A	135	135	100.00%							
August 2018	Billing	BI-2	Invoices Delivered within 10 Days	Resale Aggregate	Diagnostic	N/A	117,103	117,103	100.00%							
August 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	Resale Aggregate	Diagnostic	N/A	344	344	100.00%							
August 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Resale Aggregate	Parity	N/A	175	175	100.00%							
August 2018	Billing	BI-4A	UNEs and Resale Aggregate	Resale Aggregate	Diagnostic	N/A	344	344	100.00%							
August 2018	Billing	BI-4B	UNEs and Resale Aggregate	Resale Aggregate	Diagnostic	N/A	344	344	100.00%							
August 2018	Database Updates	DB-1B	All	LUIDB	Diagnostic	N/A	3,791,559	3,736,924	1.01							
August 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	355.47	3,027	0.18							
August 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
August 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
August 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
August 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EFTA	Diagnostic	N/A	43,200	43,200	100.00%							
August 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	Repair GUI	Diagnostic	N/A	42,180	42,180	100.00%							
August 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
August 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	All	Diagnostic	N/A	0	0	0.00%							
August 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	2	100.00%							
August 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	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	N/A	1	1	50.00%							
August 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	4	25.00%							
August 2018	Maintenance and Repair	MR-5X	Out of Service Cleared w/ 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	2	100.00%							
August 2018	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	502	2	2.31							
August 2018	Maintenance and Repair	MR-4E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	28.49	7	4.07							
August 2018	Maintenance and Repair	MR-4E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	9.04	2	4.32							
August 2018	Maintenance and Repair	MR-4E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	72.18	4	18.05							
August 2018	Maintenance and Repair	MR-7E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	777.48	31	25.05							
August 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2	0.00%							
August 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	7	0.00%							
August 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	2	0.00%							
August 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	4	0.00%							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	Standard Deviator	Modified Z Score	Parity Score
August 2018	Pre-Ordering	PO-5B(G)	FOCs on Time for Electronic/Manual LSRs	LNP	90.00%	90.00%	41	41	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	
August 2018	Pre-Ordering	PO-5B	FOCs provided for ASIRs requesting LIS Trunks	LIS Trunk	Benchmark	85.00%	3	3	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	
August 2018	Pre-Ordering	PO-5B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	0	3	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	
July 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	118	118	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	
July 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNA and Resale Aggregate	Diagnostic	N/A	122.445	122.445	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	
July 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	308	308	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	
July 2018	Billing	BI-4A	UNA and Resale Aggregate	UNA and Resale Aggregate	Parity	N/A	232	232	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	
July 2018	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Diagnostic	N/A	308	308	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	
July 2018	Database Updates	DB-1B	All	Directory Listing	Diagnostic	N/A	4,990,887	4,970,943	100.00%	0.10	0	0	0.00%	0.00%	0.00%	
July 2018	Database Updates	DB-1C-1	All	IMAGUI	Diagnostic	N/A	661,777	661,777	100.00%	0.10	0	0	0.00%	0.00%	0.00%	
July 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,060	30,060	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	
July 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XVL	Diagnostic	N/A	30,060	30,060	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	
July 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EFTA	Diagnostic	N/A	42,900	42,900	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	
July 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	Repair/GUI	Diagnostic	N/A	41,820	41,820	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	
July 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	28,880	28,880	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	
July 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	
July 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%	47.14%	-1,224745
July 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	-1,744592
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%	0.00%	0	0	0.00%	0.00%	0.00%	
July 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	1	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	
July 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	5	6	83.33%	37.27%	1	3	33.33%	47.14%	-1.5	-1,911935
July 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/ 24 hours	Business	Parity	N/A	1	2	50.00%	50.00%	36	105	34.29%	47.47%	-0,463795	-1,281987
July 2018	Maintenance and Repair	MR-4E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1:46	1	1:46	0.00	32:08	3	10:43	8:26	-0,919168	-1,558814
July 2018	Maintenance and Repair	MR-4E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	51:39	1	51:39	0.00	0	0	0.00%	0.00%	0.00%	
July 2018	Maintenance and Repair	MR-4E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	152:53	7	21:50	34:22	0	0	0.00%	0.00%	0.00%	
July 2018	Maintenance and Repair	MR-4E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1:58	1	1:58	0.00	0	0	0.00%	0.00%	0.00%	
July 2018	Maintenance and Repair	MR-4E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	18:26	20	9:04	1:21	32:08	3	10:43	8:26	-1,281987	-1,770943
July 2018	Maintenance and Repair	MR-7E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	402:06	6	20:06	23:25	24898.51	376	66:13	64:27	-3,117765	-2,895466
July 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	
July 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	0	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	
July 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	7	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	
July 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	0	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	
July 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	6	50.00%	50.00%	0	3	0.00%	0.00%	0.00%	
July 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	2	20	10.00%	30.00%	69	424	16.27%	36.91%	-0,742761	-1,451567
July 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	41	2.44%	15.45%	3	199	1.51%	12.19%	-0,074703	-1,045416
July 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	12:16	1	12:16	0.01%	0	0	0.00%	0.00%	0.00%	
July 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	33	0.00%	0.00%	305	12,541	2.43%	15.40%	-0,605767	-1,550087
July 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	0	0.00%	0.00%	2	197	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	0	0.00%	0.00%	0.00%	
July 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	159	0.63%	7.91%	0	40	0.00%	0.00%	0.00%	
July 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	6	487	1.28%	11.28%	3	203	1.48%	12.07%	-0,838037	-1,50049
July 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	20	3,676	0.52%	7.16%	424	21,530	1.97%	13.89%	-0,160295	-1,115061
July 2018	Network Performance	NI-A	Trunk Blockage to CTL-Q Tandem Off w/ TGRS excl	LIS Trunk	Parity	N/A	0	1,512	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	
July 2018	Network Performance	NI-B	Trunk Blockage to CTL-Q End Off w/ TGRS excl	LIS Trunk	Parity	N/A	0	816	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	
July 2018	Network Performance	NI-C	Trunk Blockage to CTL-Q Tandem Off w/ TGRS excl	LIS Trunk	Diagnostic	N/A	1	1,536	0.06%	0.06%	0	0	0.00%	0.00%	0.00%	
July 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Diagnostic	N/A	1	840	0.12%	0.12%	0	0	0.00%	0.00%	0.00%	
July 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	4	4	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	
July 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	15	16	83.33%	0.00%	0	0	0.00%	0.00%	0.00%	
July 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	12	4	3.00	0.00%	0	0	0.00%	0.00%	0.00%	
July 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Benchmark	6.00	62	15	4.13	0.00%	0	0	0.00%	0.00%	0.00%	
July 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	4	4	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	
July 2018	Ordering and Provisioning	OP-8C	Number Portability/Timeliness without Loop Coord	Unbundled Loop Analog	Parity	N/A	17	18	94.44%	22.91%	67	72	93.06%	25.42%	-0,207338	-1,126047
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Address Validation)	LNP	Benchmark	95.00%	144	144	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6428.73	19,461	0.33	0.33	19,461	19,461	1.00	0.00%	0.00%	
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	16785.60	12,912	1.30	1.30	16,785.60	16,785.60	1.00	0.00%	0.00%	
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	23214.33	19,481	1.19	1.19	19,481	19,481	1.00	0.00%	0.00%	
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4091.07	4,920	0.83	0.83	4,920	4,920	1.00	0.00%	0.00%	
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	4634.07	4,920	0.94	0.94	4,920	4,920	1.00	0.00%	0.00%	
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	927.57	927.57	0.49	0.49	927.57	927.57	1.00	0.00%	0.00%	
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1436.94	1,368	1.03	1.03	1,368	1,368	1.00	0.00%	0.00%	
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2397.51	1,863	1.25	1.25	1,863	1,863	1.00	0.00%	0.00%	
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	3075.82	3,751	0.82	0.82	3,751	3,751	1.00	0.00%	0.00%	
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	5406.80	3,862	1.40	1.40	3,862	3,862	1.00	0.00%	0.00%	
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8482.62	3,751	2.26	2.26	3,751	3,751	1.00	0.00%	0.00%	
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	8376.72	7,759	1.08	1.08	7,759	7,759	1.00	0.00%	0.00%	
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	6597.55	5,737	1.15	1.15	5,737	5,737	1.00	0.00%	0.00%	
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	14877.27	7,789	1.93	1.93	7,789	7,789	1.00	0.00%	0.00%	
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	2840.37	1,153	2.29	2.29	1,153	1,153	1.00	0.00%	0.00%	
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	658.35	1,197	0.55	0.55	1,197	1,197	1.00	0.00%	0.00%	
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3268.72	1,153	2.86	2.86	1,153	1,153	1.00	0.00%	0.00%	

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Month	PID Category	PID Title	Product Category	Standard	Benchmark	GLEC Numerator	GLEC Denominator	GLEC Result	GLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	Standard Deviator	Modified Z Score	Parity Score
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	0.61	6.630	0.01	N/A	4044.30	6.630	0.01			
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	0.63	13.452	0.63	N/A	8474.76	13.452	0.63			
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	1.89	6.630	1.89	N/A	12519.06	6.630	1.89			
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	ACCEPT	Diagnostic	0.12	1.186	0.12	N/A	142.32	1.186	0.12			
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	0.46	892.86	0.46	N/A	892.86	1.941	0.46			
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	1.23	1109.25	0.75	N/A	2234.43	1.941	1.15			
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	1.15	2234.43	1.15	N/A	2125.53	3.729	0.57			
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	19.03	5510.51	2.917	N/A	57636.04	3.729	15.46			
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	18.7	8186.34	4.902	N/A	8674.03	4.639	1.87			
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	XML Request/Response	Diagnostic	1.67	6561.40	0.662	N/A	25930.20	6.418	3.60			
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	XML Request/Response	Diagnostic	3.60	4752.54	3.569	N/A	4295.10	8.54	5.15			
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	XML Request/Response	Diagnostic	3.70	18656.10	5.043	N/A	3650.10	3.561	1.10			
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	XML Request/Response	Diagnostic	3.48	5009.04	1.068	N/A	125	153	81.70%			
July 2018	Pre-Ordering	PO-2A	Resale Aggregate W/O UNE-P-POTS	LNP	Diagnostic	5	80.00%	5	N/A	4	60	80.00%			
July 2018	Pre-Ordering	PO-2A	Resale Aggregate W/O UNE-P-POTS	Unbundled Loop Aggregate	Diagnostic	4	80.00%	4	N/A	4	60	80.00%			
July 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	125	98.43%	127	N/A	4	4	100.00%			
July 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	4	97.96%	49	N/A	2	2	100.00%			
July 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	2	2	2	N/A	10	10	100.00%			
July 2018	Pre-Ordering	PO-2B	LSRs received via Facsimile	Product Aggregate	Diagnostic	3.22	95.00%	4	N/A	4	4	100.00%			
July 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	45	100.00%	45	N/A	119	119	100.00%			
July 2018	Pre-Ordering	PO-5A(a)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	95.00%	45	N/A	20	20	100.00%			
July 2018	Pre-Ordering	PO-5A(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	95.00%	119	N/A	25	25	100.00%			
July 2018	Pre-Ordering	PO-5A(c)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	90.00%	20	N/A	2	2	100.00%			
July 2018	Pre-Ordering	PO-5B(a)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	90.00%	25	N/A	2	2	100.00%			
July 2018	Pre-Ordering	PO-5B(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	90.00%	2	N/A	2	2	100.00%			
July 2018	Pre-Ordering	PO-5C(c)	FOCs on Time for manual LSRs via Facsimile	Unbundled Loop AGG-EELS	Benchmark	85.00%	85.00%	2	N/A	0	0	0.00%			
July 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks	Unbundled Loops and Number Portability	Benchmark	130	100.00%	130	N/A	120.051	120.051	100.00%			
July 2018	Pre-Ordering	PO-5D	Unbundled Loops	Unbundled Loops and Number Portability	Parity	0	0.00%	0	N/A	402	402	100.00%			
June 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	N/A	3	N/A	0	0	0.00%			
June 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	N/A	130	N/A	402	402	100.00%			
June 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	N/A	402	N/A	222	222	100.00%			
June 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	N/A	222	N/A	402	402	100.00%			
June 2018	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Parity	N/A	N/A	402	N/A	222	222	100.00%			
June 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	N/A	402	N/A	4,242,133	4,119,370	1.03			
June 2018	Database Updates	DB-1C-1	All	LDB	Diagnostic	N/A	N/A	801.72	N/A	29,340	29,340	100.00%			
June 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	N/A	29,340	N/A	29,340	29,340	100.00%			
June 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	N/A	41,700	N/A	40,485	40,485	100.00%			
June 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	EBTA	Diagnostic	N/A	N/A	26,580	N/A	26,580	26,580	100.00%			
June 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	Repair GUI	Diagnostic	N/A	N/A	0	N/A	0	0	0.00%			
June 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EASE	Diagnostic	N/A	N/A	0	N/A	0	0	0.00%			
June 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	ALL	Diagnostic	N/A	N/A	0	N/A	0	0	0.00%			
June 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	N/A	2	N/A	5	40.00%	40.00%			
June 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Diagnostic	N/A	N/A	2	N/A	8	25.00%	25.00%			
June 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Residence	Parity	N/A	N/A	28.38	N/A	1	28.38	0.00			
June 2018	Maintenance and Repair	MR-5B	Mean Time to Restore disp out MSA	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	N/A	2.14	N/A	5	4.35	2.14			
June 2018	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	N/A	8	N/A	8	8.00	5.08			
June 2018	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	N/A	37	N/A	274.16	7.25	6.32			
June 2018	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	Residence	Parity	N/A	N/A	1	N/A	0	0.00%	0.00%			
June 2018	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	N/A	5	N/A	8	37.50%	48.6%			
June 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	N/A	37	N/A	0	0.00%	0.00%			
June 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	N/A	41	N/A	0	0.00%	0.00%			
June 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	N/A	0	N/A	12,212	12,212	100.00%			
June 2018	Maintenance and Repair	MR-8	Trouble Rate	Sub-Loop UNBUNDLING	Parity	N/A	N/A	1	N/A	49	2.04%	14.14%			
June 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	N/A	5	N/A	638	0.76%	8.82%			
June 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	N/A	0	N/A	180	0.00%	0.00%			
June 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	N/A	8	N/A	475	1.98%	12.87%			
June 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	N/A	37	N/A	3,919	0.94%	0.87%			
June 2018	Maintenance and Repair	MR-8B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	N/A	1	N/A	1	100.00%	0.00%			
June 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Otc w/ TCSR excl	LIS Trunk	Parity	N/A	N/A	1,536	N/A	0	0.00%	0.02%			
June 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Otc w/ TCSR excl	LIS Trunk	Parity	N/A	N/A	840	N/A	0	0.00%	0.02%			

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	Count	GLEC Numerator	GLEC Denominator	GLEC Result	GLEC Standard Deviator	Count	Denominator	Result	Standard Deviator	Modified Z Score	Parity Score
May 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%	100.00%							
May 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%	100.00%							
May 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	Repair/GUI	Diagnostic	N/A	42,180	42,180	100.00%	100.00%							
May 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,900	27,900	100.00%	100.00%							
May 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0									
May 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	LS Trunk	Parity	N/A	0	2	0.00%	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%	0.00%							
May 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	50.00%	50.00%		2	2	100.00%	0.00%	0	-1
May 2018	Maintenance and Repair	MR-5X	Out of Service Cleared w/ 24 Hours	Business	Parity	N/A	4	7	57.14%	49.46%		49	86	56.98%	40.51%	-0.008536	0
May 2018	Maintenance and Repair	MR-8E	Mean Time to Restore Internal Zone 2	LS Trunk	Parity	N/A	174.00	2	66.30	96.54							
May 2018	Maintenance and Repair	MR-8E	Mean Time to Restore Internal Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	36.52	4	8.58	6.08							
May 2018	Maintenance and Repair	MR-8E	Mean Time to Restore Internal Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	8.03	2	4.01	1.03							
May 2018	Maintenance and Repair	MR-8E	Mean Time to Restore Internal Zone 2	Unbundled Loop Analog	Parity	N/A	246.42	25	9.52	23.01		301	40.40	41.17	-3.594388	-3.179152	
May 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LS Trunk	Parity	N/A	0	2	0.00%	0.00%							
May 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	4	0.00%	0.00%							
May 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%							
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	25	8.00%	27.13%		58	330	17.58%	38.06%	-1.212834	-1.737351
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	41	0.00%	0.00%		2	200	1.00%	0.05%	-0.590247	-1.358413
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	2	12,236	0.02%	1.28%		0	11,376	0.00%			
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	49	0.00%	13.28%		231	12,864	1.79%	13.28%	-0.943852	-1.5737
May 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	10.00%		2	188	1.01%	10.00%	-0.100761	-1.061258
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	4	642	0.62%	7.87%		0	40	0.00%			
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	186	0.00%	0.00%		0	40	0.00%			
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	2	488	0.41%	6.39%		2	204	0.98%	0.85%	-0.69456	-1.422263
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	25	3,995	0.63%	7.89%		330	22,009	1.50%	12.15%	-4.180007	-3.541284
May 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem O/c w/ TGSR exci	LS Trunk	Parity	N/A	0	1,584	0.05%	0.01%							
May 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End O/c w/ TGSR exci	LS Trunk	Parity	N/A	0	840	0.00%	0.00%							
May 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem O/c w/ TGSR exci	LS Trunk	Diagnostic	N/A	0	1,584	0.00%	0.00%							
May 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q End O/c w/ TGSR exci	LS Trunk	Diagnostic	N/A	0	840	0.00%	0.00%							
May 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LS Trunk	Parity	N/A	1	1	100.00%	0.00%							
May 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	N/A	1	1	100.00%	0.00%							
May 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	N/A	8	8	100.00%	0.00%							
May 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	N/A	3	1	3.00	3.00							
May 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Benchmark	N/A	30	6	5.00	5.00							
May 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	1	100.00%	0.00%							
May 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	7	8	87.50%	33.07%		98	106	92.45%	26.42%	0.016622	-0.080895
May 2018	Ordering and Provisioning	OP-6C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	N/A	110	110	100.00%								
May 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	681.70	19,462	0.35								
May 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16,979.00	12,890	1.30								
May 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23,490.70	19,462	1.21								
May 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	393.40	4,918	0.80								
May 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	461.35	4,918	0.04								
May 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	946.00	1,892	0.50								
May 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1,404.91	1,391	1.01								
May 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2,350.91	3,742	0.82								
May 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3,068.44	3,852	1.70								
May 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	6,548.40	3,742	2.57								
May 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	9,616.84	7,745	1.06								
May 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8,205.70	5,730	1.10								
May 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6,933.00	5,730	1.10								
May 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14,512.70	11,462	1.27								
May 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2,592.34	1,142	2.27								
May 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	8,211.40	1,142	0.52								
May 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	32,157.74	1,142	2.81								
May 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	4,105.02	6,621	0.62								
May 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8,600.96	13,436	0.64								
May 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12,705.98	6,621	1.92								
May 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	174.45	1,163	0.15								
May 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	813.54	1,937	0.42								
May 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1,249.30	961	1.30								
May 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2,237.29	1,937	1.16								
May 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2,208.80	3,881	0.60								
May 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	5,521.06	2,863	19.02								
May 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	5,742.86	3,881	15.60								
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8,142.30	4,905	1.66								
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8,822.57	4,611	1.87								
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	6,696.75	6,841	9.75								
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25,098.80	6,412	3.90								
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48,558.43	3,547	13.69								
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4,171.50	810	5.15								

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Num	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	Modified Z Score	Parity Score
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	18618.40	5.032	3.70							
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3582.00	1.00	3.582							
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5854.32	1.662	3.46							
May 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	92	112	82.14%							
May 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	3	5	60.00%							
May 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	86	115	76.52%							
May 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	92	95	96.84%							
May 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	3	4	75.00%							
May 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	88	89	98.88%							
May 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	19.10	11	11.45							
May 2018	Pre-Ordering	PO-5A(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	3	3	100.00%							
May 2018	Pre-Ordering	PO-5A(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	84	84	100.00%							
May 2018	Pre-Ordering	PO-5A(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	86	86	100.00%							
May 2018	Pre-Ordering	PO-5B(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	2	2	100.00%							
May 2018	Pre-Ordering	PO-5B(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	25	25	100.00%							
May 2018	Pre-Ordering	PO-5B(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	15	15	100.00%							
May 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	95.00%	3	3	100.00%							
April 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	116	118	100.00%							
April 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	127.329	127.329	100.00%							
April 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	419	419	100.00%							
April 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	271	271	100.00%							
April 2018	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Diagnostic	N/A	419	419	100.00%							
April 2018	Database Updates	DB-1B	All	LIDS	Diagnostic	N/A	2,700.581	2,637.071	1.02							
April 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	735.51	4.003	0.18							
April 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	28.980	28.980	100.00%							
April 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	28.980	28.980	100.00%							
April 2018	Electronic Gateway Availability	GA-2	Gateway Availability - LSR	XML	Diagnostic	N/A	28.980	28.980	100.00%							
April 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EFTA	Diagnostic	N/A	41.480	41.480	100.00%							
April 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	Repair GUI	Diagnostic	N/A	40.380	40.380	100.00%							
April 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	25.800	25.800	100.00%							
April 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	ALL	Diagnostic	N/A	0	0								
April 2018	Maintenance and Repair	MR-5B	Timely Change Resolution after Software Releases	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	3	4	75.00%							
April 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	3	33.33%							
April 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Business	Parity	N/A	0	2	0.00%							
April 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/ 24 hours	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	15.39	4	3.55							
April 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	19.01	3	6.20							
April 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	190.36	27	7.04							
April 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	4	0.00%							
April 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	27	0.00%							
April 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	41	0.00%							
April 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	12.280	0.00%							
April 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	49	0.00%							
April 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	1	0.00%							
April 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%							
April 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4	656	0.61%							
April 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	168	0.00%							
April 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	3	468	0.60%							
April 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	27	4,082	0.66%							
April 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Otc w/ TGSR excl	LIS Trunk	Parity	N/A	0	1,584	0.00%							
April 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Otc w/ TGSR excl	LIS Trunk	Parity	N/A	0	840	0.01%							
April 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q Tandem Otc w/ TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,584	0.00%							
April 2018	Network Performance	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	60	1	60.00							
April 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	1	1	100.00%							
April 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%							
April 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	3	3	100.00%							
April 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	7	7	100.00%							
April 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	5	20.00%							
April 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	37	39	94.87%							
April 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	9	3	3.00							
April 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	90.00%	21	7	3.00							
April 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	90.00%	24	4	6.00							
April 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	86	19	4.53							
April 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%							
April 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	3	66.67%							
April 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	7	7	100.00%							
April 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	6	6	100.00%							
April 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	36	36	92.31%							
April 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	150	150	100.00%							
April 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	7005.24	19.459	0.36							
April 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16524.90	12.810	1.29							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	GLEC Numerator	GLEC Denominator	GLEC Result	GLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	Standard Deviator	Modified Z Score	Parity Score
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23530.14	19,459	1.21							
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	4025.38	4,009	0.82							
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4637.55	4,909	0.94							
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	754.00	1,885	0.40							
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1344.72	1,293	1.04							
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	2098.72	1,885	1.11							
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	3175.00	3,736	0.85							
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	7206.00	3,840	1.90							
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10471.00	3,736	2.80							
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8281.80	7,740	1.07							
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	6344.76	5,716	1.11							
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	14626.56	7,740	1.89							
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2628.24	1,128	2.33							
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	692.46	1,163	0.56							
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3900.72	1,128	2.92							
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	4022.05	6,565	0.61							
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	8730.80	13,432	0.65							
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	12753.75	6,565	1.93							
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	204.30	1,135	0.18							
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	769.66	1,926	0.41							
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	1244.16	972	1.28							
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	2238.12	1,926	1.16							
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2350.72	3,073	0.64							
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	54321.00	2,850	19.06							
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	56971.72	3,073	15.43							
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Address Validation XML)	TOTAL	Diagnostic	N/A	8163.00	4,900	1.67							
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8456.28	4,548	1.86							
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	66419.76	6,833	9.72							
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	24316.20	6,369	3.80							
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Loop Qual XML)	XML Request/Response	Diagnostic	N/A	48431.00	8,520	13.72							
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4238.45	823	5.15							
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	18111.60	5,031	3.60							
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3350.00	3,359	1.00							
April 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Connecting Fac. Assign XML)	XML Request/Response	Diagnostic	N/A	5823.18	1,663	3.46							
April 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	173	201	86.07%							
April 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-PTS	Diagnostic	N/A	4	6	66.67%							
April 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	113	140	80.71%							
April 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	173	173	100.00%							
April 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-PTS	Diagnostic	N/A	4	5	80.00%							
April 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	113	114	99.12%							
April 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	4.00	13	0.18							
April 2018	Pre-Ordering	PO-5A(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	N/A	4	4	100.00%							
April 2018	Pre-Ordering	PO-5A(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	N/A	109	109	100.00%							
April 2018	Pre-Ordering	PO-5A(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	N/A	165	165	100.00%							
April 2018	Pre-Ordering	PO-5B(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	2	2	100.00%							
April 2018	Pre-Ordering	PO-5B(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	N/A	31	31	100.00%							
April 2018	Pre-Ordering	PO-5B(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	N/A	28	28	100.00%							
April 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks	LIS Trunk	Benchmark	N/A	4	4	100.00%							
April 2018	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	0	6	0.00%							
March 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	160	160	100.00%							
March 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	123,654	123,654	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	Parity	N/A	172	172	100.00%							
March 2018	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Diagnostic	N/A	307	307	100.00%							
March 2018	Database Updates	DB-1B	All	LDB	Diagnostic	N/A	7,152,455	7,060,900	1.01							
March 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	809.18	2,817	0.22							
March 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	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-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,420	30,420	100.00%							
March 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EFTA	Diagnostic	N/A	43,140	43,140	100.00%							
March 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	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	0.00%							
March 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	3	33.33%							
March 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	LIS Trunk	Parity	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-5X	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	5	10	50.00%							
March 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/ 24 hours	Business	Parity	N/A	0	3	0.00%							
March 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	9.58	3	3.19							
March 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	44.07	3	14.42							
March 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3.28	1	3.28							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerate	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	Modified Z Score	Party Score	
March 2018	Maintenance and Repair	MR-4E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DST Capable	Parity	N/A	50.28	10	5.03	3.32	9.35	1	9.35	0.00	0.00		
March 2018	Maintenance and Repair	MR-4E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	250.35	27	9.17	6.54	10884.57	258	41.25	30.47%	-3.203455	-2.847583	
March 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	3	0.00%	0.00%	0	1	0.00%	0.00%	0.00%		
March 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop - ADSL COMPATIBLE	Parity	N/A	1	3	33.33%	47.14%	0.00%	0	0.00%	45.83%	0.00%	-0.604985	-1.367592
March 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	3	10	30.00%	31.43%	0	280	10.36%	30.47%	0.00%	-1.080813	
March 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3	41	7.32%	20.04%	1	210	0.48%	6.88%	2.183065	0.327592	
March 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	3	12,069	0.02%	1.54%	0	11,520	0.00%	12.41%	0.8904	-1.535573	
March 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	49	0.00%	0.00%	209	13,357	1.59%	6.92%	-0.969238	-1.042155	
March 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	3.86%	1	208	0.48%	0.00%	-1.574679	-1.957337	
March 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	161	0.00%	0.00%	0	41	0.00%	0.00%	0.00%		
March 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DST Capable	Parity	N/A	10	519	1.93%	13.75%	1	214	0.47%	6.82%	1.10387	-0.262417	
March 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	27	4,148	0.65%	8.04%	1	280	0.00%	11.05%	-3.134024	-2.905351	
March 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Oic w/ TGSR excl	Unbundled Loop - DST Capable	Parity	N/A	0	1,632	0.00%	0.00%	0	22,861	1.24%	0.00%	0.00%	-3	
March 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q Tandem Oic w/ TGSR excl	Unbundled Loop Analog	Parity	N/A	0	840	0.01%	0.06%	0	208	0.00%	0.00%	0.00%	-2.970857	
March 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Oic w/ TGSR excl	Unbundled Loop Analog	Diagnostic	N/A	0	1,632	0.00%	0.00%	1	208	0.48%	0.00%	0.00%		
March 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Oic w/ TGSR excl	Unbundled Loop Analog	Diagnostic	N/A	0	840	0.01%	0.00%	0	41	0.00%	0.00%	0.00%		
March 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	48	1	48.00	0.00	3,691	16	230.69	380.46	-0.465538	-1.283209	
March 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	1	1	100.00%	0.00%	7	16	43.75%	49.61%	3.718016	1.261001	
March 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1	100.00%	0.00%	0	0	0.00%	0.00%	0.00%		
March 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DST Capable	Parity	N/A	5	5	100.00%	0.00%	0	0	0.00%	0.00%	0.00%		
March 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	4	15	26.67%	0.00%	0	0	0.00%	0.00%	0.00%		
March 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	5	15	100.00%	0.00%	0	0	0.00%	0.00%	0.00%		
March 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DST Capable	Parity	N/A	14	15	93.33%	0.00%	0	0	0.00%	0.00%	0.00%		
March 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	Unbundled Loop Analog	Benchmark	95.00%	119	119	100.00%	0.00%	0	0	0.00%	0.00%	0.00%		
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6909.25	19,455	0.35	1.28	12,833	128	0.85	0.00%			
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	16,426.24	12,833	1.28	1.19	19,455	119	10.67	24.94%	20.25%	-0.1185	-1.072043
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	23235.40	19,455	1.19	0.82	4,900	48	0.82	0.00%			
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	46,345.88	4,900	0.82	0.82	4,900	48	0.82	0.00%			
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	748.80	1,872	0.40	0.40	1,872	1872	0.40	0.00%			
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1,346.10	1,872	1.05	1.05	1,872	1872	0.40	0.00%			
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	2094.60	1,872	1.12	1.12	1,872	1872	0.40	0.00%			
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3171.35	3,731	0.85	0.85	3,731	3731	0.85	0.00%			
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10,454.05	3,731	2.80	2.80	3,731	3731	0.85	0.00%			
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8421.34	7,726	1.09	1.09	7,726	7726	1.09	0.00%			
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	8,271.10	5,701	1.10	1.10	5,701	5701	1.10	0.00%			
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	14,892.44	7,726	1.90	1.90	7,726	7726	1.09	0.00%			
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	25,398.69	1,069	2.31	2.31	1,069	1069	2.31	0.00%			
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	645.15	1,173	0.55	0.55	1,173	1173	0.55	0.00%			
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	3,183.84	1,069	2.80	2.80	1,069	1069	2.80	0.00%			
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	4,154.22	6,564	0.83	0.83	6,564	6564	0.83	0.00%			
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	8,955.20	13,430	0.64	0.64	13,430	13430	0.64	0.00%			
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	ACCEPT	Diagnostic	N/A	12,719.42	6,564	1.93	1.93	6,564	6564	1.93	0.00%			
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	214.32	1,128	0.19	0.19	1,128	1128	0.19	0.00%			
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	768.40	1,921	0.40	0.40	1,921	1921	0.40	0.00%			
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	12,411.00	970	1.28	1.28	970	970	1.28	0.00%			
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check XML)	REQUEST	Diagnostic	N/A	2,224.32	1,921	1.16	1.16	1,921	1921	1.16	0.00%			
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check XML)	TOTAL	Diagnostic	N/A	2,384.85	3,669	0.65	0.65	3,669	3669	0.65	0.00%			
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	5,397.20	2,824	1.905	1.905	2,824	2824	1.905	0.00%			
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	5,618.05	3,669	1.531	1.531	3,669	3669	1.531	0.00%			
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	825.36	4,902	1.68	1.68	4,902	4902	1.68	0.00%			
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8400.85	4,541	1.85	1.85	4,541	4541	1.85	0.00%			
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	65,387.70	6,823	9.73	9.73	6,823	6823	9.73	0.00%			
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	2,961.50	6,395	3.70	3.70	6,395	6395	3.70	0.00%			
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual XML)	XML Request/Response	Diagnostic	N/A	48,345.00	3,516	13.75	13.75	3,516	3516	13.75	0.00%			
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4,191.21	817	5.13	5.13	817	817	5.13	0.00%			
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	18,115.20	5,032	3.60	3.60	5,032	5032	3.60	0.00%			
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3853.00	3,049	1.10	1.10	3,049	3049	1.10	0.00%			
March 2018	Pre-Ordering	PO-2A	All Electronic LSRs	XML Request/Response	Diagnostic	N/A	5,788.58	1,873	3.46	3.46	1,873	1873	3.46	0.00%			
March 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	130	163	70.75%	0.00%	0	0	0.00%	0.00%			
March 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Reseal Aggregate W/O UNE-P-POTS	Diagnostic	N/A	4	8	50.00%	0.00%	0	0	0.00%	0.00%			
March 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	83	109	76.15%	0.00%	0	0	0.00%	0.00%			
March 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	130	130	100.00%	0.00%	0	0	0.00%	0.00%			
March 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Reseal Aggregate W/O UNE-P-POTS	Diagnostic	N/A	4	4	100.00%	0.00%	0	0	0.00%	0.00%			
March 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	83	83	100.00%	0.00%	0	0	0.00%	0.00%			
March 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	14:15	15	0.57	0.57	15	15	0.57	0.00%			

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	GLEG Numerator	GLEG Denominator	GLEG Result	GLEG Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Party Score
March 2018	Pre-Ordering	PO-5A(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	4	100.00%								
March 2018	Pre-Ordering	PO-5A(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	82	100.00%								
March 2018	Pre-Ordering	PO-5A(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	123	100.00%								
March 2018	Pre-Ordering	PO-5B(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	4	100.00%								
March 2018	Pre-Ordering	PO-5B(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	25	100.00%								
March 2018	Pre-Ordering	PO-5B(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	28	100.00%								
March 2018	Pre-Ordering	PO-5B(d)	FOCs provided for ASRs requesting LIS Trunks	LIS Trunk	Benchmark	95.00%	3	100.00%								
March 2018	Pre-Ordering	PO-5B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	0	11	0.00%	0.00%	0	1	0.00%	0.00%	0.00%	
February 2018	Billing	BI-2	Invoices Delivered within 10 Days	AI	Parity by Design	N/A	104	104	100.00%							
February 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	130,771	130,948	99.87%							
February 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	153	153	100.00%							
February 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	191	191	100.00%		3,078	3,088	99.85%	5.68%	-0.784452	-1.464754
February 2018	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Diagnostic	N/A	153	153	100.00%							
February 2018	Database Updates	DB-1B	All	LOB	Diagnostic	N/A	3,051,911	3,014,074	1.01							
February 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	617.60	2,597	0.24							
February 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	27,360	27,360	100.00%							
February 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SA	Diagnostic	N/A	27,360	27,360	100.00%							
February 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	27,360	27,360	100.00%							
February 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	38,880	38,880	100.00%							
February 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	Repair/GUI	Diagnostic	N/A	37,860	37,860	100.00%							
February 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	24,720	24,720	100.00%							
February 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
February 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	100.00%								
February 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	5	40.00%	48.99%						
February 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/ 24 hours	Business	Parity	N/A	0	2	0.00%	0.00%	23	47	48.94%	49.60%	0.593688	-0.639064
February 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5.28	1	2.38	0.00						
February 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	27.21	5	5.28	3.32						
February 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	84.53	4	21.13	0.00%						
February 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%						
February 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	5	20.00%	40.00%						
February 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	4	0.00%	0.00%	25	165	15.15%	35.88%	-0.835093	-1.5077
February 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	40	0.00%	0.00%	0	210	0.00%	0.00%		
February 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,668	0.00%	0.00%	0	11,608	0.00%	0.00%		
February 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	49	0.00%	0.00%	118	13,528	0.87%	9.30%	-0.655499	-1.368515
February 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBINDING	Parity	N/A	0	1	0.00%	0.00%	0	208	0.00%	0.00%		
February 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	078	0.15%	3.84%						
February 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	162	0.00%	0.00%	0	42	0.00%	0.00%		
February 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	5	524	0.95%	9.72%						
February 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	4	4,164	0.10%	3.00%	166	22,624	0.74%	8.55%	0.917438	-0.442237
February 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem O/c w/ TGRS excl	LIS Trunk	Parity	N/A	0	1,536	0.00%	0.00%						
February 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End O/c w/ TGRS excl	LIS Trunk	Parity	N/A	0	840	0.00%	0.00%						
February 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem O/c w/ TGRS excl	LIS Trunk	Diagnostic	N/A	3	1,632	0.17%	0.17%						
February 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q End O/c w/ TGRS excl	LIS Trunk	Diagnostic	N/A	0	840	0.00%	0.00%						
February 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	27	1	27.00	0.00						
February 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	1	1	100.00%	0.00%						
February 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1	100.00%	0.00%						
February 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	90.00%	1	1	100.00%	0.00%						
February 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	3	6	50.00%	50.00%						
February 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	90.00%	15	15	100.00%							
February 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	5.50	42	4	10.50							
February 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	64	14	4.57							
February 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
February 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1	100.00%	0.00%						
February 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	6	10	60.00%	0.00%						
February 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	12	15	80.00%	40.00%						
February 2018	Ordering and Provisioning	OP-8C	Number Portability Times/Address Validation	LNP	Benchmark	95.00%	244	244	100.00%							
February 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6613.00	19,450	0.34							
February 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	16979.00	12,830	1.30							
February 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	23292.00	19,450	1.20							
February 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3970.62	4,902	0.81							
February 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4,902	0.93								
February 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	729.30	1,870	0.39							
February 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1,054.68	1,278	1.06							
February 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2,083.98	1,870	1.11							
February 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3,134.52	3,728	0.84							
February 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	7,273.20	3,828	1.90							
February 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10,404.72	3,728	2.79							
February 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7800.23	7,723	1.01							
February 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	6,515.04	5,817	1.12							
February 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14,315.27	7,723	1.85							
February 2018	Pre-Ordering	PO-1HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2,402.40	1,092	2.20							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	Standard Deviator	Modified Z Score	Party Score
February 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	631.26	1.169	0.54							
February 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3033.66	2.78								
February 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	4020.51	6.91	0.61							
February 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8191.69	13.429	0.61							
February 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12212.20	6.591	1.85							
February 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	225.00	1.125	0.20							
February 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	800.52	1.906	0.42							
February 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1234.44	972	1.27							
February 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2259.96	1.906	1.19							
February 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2343.68	3.662	0.64							
February 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53220.19	2.817	19.07							
February 2018	Pre-Ordering	PO-H-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	56063.87	3.662	15.31							
February 2018	Pre-Ordering	PO-H-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8281.00	4.900	1.66							
February 2018	Pre-Ordering	PO-H-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8211.97	4.537	1.81							
February 2018	Pre-Ordering	PO-H-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	66387.84	6.816	6.74							
February 2018	Pre-Ordering	PO-H-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	24874.20	6.378	3.90							
February 2018	Pre-Ordering	PO-H-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47906.71	3.501	13.71							
February 2018	Pre-Ordering	PO-H-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4177.92	816	5.12							
February 2018	Pre-Ordering	PO-H-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17633.00	5.036	3.50							
February 2018	Pre-Ordering	PO-H-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3345.10	3.041	1.10							
February 2018	Pre-Ordering	PO-H-XML	Pre-Order Response Times (Connecting Fac Assign XML)	XML Request/Response	Diagnostic	N/A	5750.52	1.662	3.46							
February 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	115	143	80.42%							
February 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	5	6	83.33%							
February 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	44	59	74.58%							
February 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	115	115	100.00%							
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%							
February 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	44	44	100.00%							
February 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	1201	9	1.20							
February 2018	Pre-Ordering	PO-5A(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	N/A	95.00%	5	100.00%							
February 2018	Pre-Ordering	PO-5A(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	N/A	95.00%	40	100.00%							
February 2018	Pre-Ordering	PO-5A(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	N/A	110	110	100.00%							
February 2018	Pre-Ordering	PO-5B(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	N/A	1	1	100.00%							
February 2018	Pre-Ordering	PO-5B(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	N/A	14	14	100.00%							
February 2018	Pre-Ordering	PO-5B(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	N/A	22	22	100.00%							
February 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	N/A	3	3	100.00%							
February 2018	Pre-Ordering	PO-6B	Unbundled Loops	Unbundled Loops and Number Portability	Party	N/A	0	3	0.00%							
January 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Party by Design	N/A	146	146	100.00%							
January 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	125.657	125.657	100.00%							
January 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	212	212	100.00%							
January 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Party	N/A	196	167	99.46%							
January 2018	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Diagnostic	N/A	212	212	100.00%							
January 2018	Database Updates	DB-1B	All	LDB	Diagnostic	N/A	3,395,170	3,322,481	1.01							
January 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	793.68	3,536	0.22							
January 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
January 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
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	EETA	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								
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	Diagnostic	N/A	3	3	66.67%							
January 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	2	4	75.00%							
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-6E	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-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	37,45	3	12.35							
January 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	9,03	4	2.16							
January 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Party	N/A	363,42	24	16.24							
January 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Party	N/A	0	3	0.00%							
January 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	0	3	0.00%							
January 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	0	4	0.00%							
January 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Party	N/A	4	24	16.67%							
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Party	N/A	1	40	2.50%							
January 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Party	N/A	0	12,044	0.00%							
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Party	N/A	0	48	0.00%							
January 2018	Maintenance and Repair	MR-8	Trouble Rate	SUBLOOP UNBUNDLING	Party	N/A	0	1	0.00%							
January 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	3	681	0.44%							
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	0	162	0.00%							
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Party	N/A	4	420	0.77%							
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Party	N/A	24	4,230	0.51%							
January 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Otc w/ TGSR exd	LIS Trunk	Party	N/A	0	1,632	0.00%							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CTI-Q Numerator	CTI-Q Denominator	CTI-Q Result	Standard Deviator	Modified Z Score	Party Score
January 2018	Network Performance	NI-B	Trunk Blockage to CTI-Q End Of: w TGRS excl	LIS Trunk	Parity	N/A	0	840	0.00%	0.00%	0.00%	0.00%			
January 2018	Network Performance	NI-C	Trunk Blockage to CTI-Q Tandem Of: w TGRS excl	LIS Trunk	Diagnostic	N/A	0	1,632	0.00%	0.00%	0.00%	0.00%			
January 2018	Network Performance	NI-D	Trunk Blockage to CTI-Q End Of: w TGRS excl	LIS Trunk	Diagnostic	N/A	0	840	0.00%	0.00%	0.00%	0.00%			
January 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	2	2.00	0.00	13,411	25	538.44	0.00%	977.22	-1.3222884
January 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	7	1.00	0.00				0.00%		
January 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	12	25	48.00%	48.00%	1.201001
January 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%	
January 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1	100.00%	0.00%	1	1	100.00%	0.00%	
January 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	90.00%	2	3	100.00%	0.00%	3	3	100.00%	0.00%	
January 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	90.00%	0	1	0.00%	0.00%	1	1	0.00%	0.00%	
January 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	10	14	71.43%	0.00					
January 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	6	1	6.00	0.00					
January 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	6.00	2	3.00	3.00						
January 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	10	1.00	10.00						
January 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	57	11	5.18						
January 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	1	1	100.00%	0.00%	
January 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	3	100.00%	0.00%	0.00%	0.00%			
January 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	0.00%	0.00%			
January 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	14	14	100.00%	0.00%	47	51	92.16%	26.88%	-1.587923
January 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	120	120	100.00%	0.35					
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6825.00	19,500	0.35						
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	18306.80	12,810	1.28						
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23221.80	19,500	1.19						
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	4073.64	4,068	0.63						
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4700.00	4,068	0.96						
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	RESPONSE	Diagnostic	N/A	694.20	1,780	0.39						
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	1281.86	1,188	1.07						
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1978.00	1,780	1.11						
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	3260.00	3,271	0.86						
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	6883.40	3,813	1.80						
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10063.40	3,721	2.70						
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7764.88	7,688	1.01						
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	6576.00	5,820	1.13						
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14341.48	7,688	1.87						
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	2371.77	1,063	2.19						
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	615.86	1,182	0.53						
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2687.63	1,083	2.76						
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	3952.60	6,588	0.60						
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	8055.00	13,426	0.60						
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	12008.40	6,588	1.82						
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	262.20	1,140	0.23						
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	817.00	1,900	0.43						
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1227.50	982	1.25						
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2306.70	1,900	1.21						
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2303.28	3,656	0.63						
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53436.25	2,805	19.05						
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	55736.53	3,656	15.25						
January 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8545.58	4,828	1.77						
January 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8260.98	4,536	1.82						
January 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67087.44	6,902	9.72						
January 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25444.00	3,381	4.00						
January 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48308.19	3,483	13.83						
January 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4110.00	806	5.10						
January 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17119.00	5,035	3.40						
January 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3638.00	3,030	1.20						
January 2018	Pre-Ordering	PO-2A	All Electronic LSRs	XML Request/Response	Diagnostic	N/A	5522.16	1,586	3.46						
January 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	123	155	78.35%						
January 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POITS	Diagnostic	N/A	5	5	100.00%						
January 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	54	77	70.13%						
January 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	123	123	100.00%						
January 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POITS	Diagnostic	N/A	5	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 Reflected 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 Fully Electronic LSRs	LNP	Benchmark	95.00%	114	114	100.00%						
January 2018	Pre-Ordering	PO-5B(a)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	23	23	100.00%						
January 2018	Pre-Ordering	PO-5B(b)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	27	27	100.00%						
January 2018	Pre-Ordering	PO-5B(c)	FOCs provided for ASRs requesting LIS Trunks	LIS Trunk	Benchmark	95.00%	1	1	100.00%						
January 2018	Pre-Ordering	PO-5D	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	2	2	40.00%						

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	Standard Deviator	Modified Z Score	Parity Score
December 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	129	129	100.00%							
December 2017	Billing	BI-3A	UNE and Resale Aggregate Billing Accuracy - Adjustments for Errors	UNE and Resale Aggregate	Diagnostic	N/A	128,444	128,444	100.00%							
December 2017	Billing	BI-3B	Reciprocal Compensation Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	334	334	100.00%							
December 2017	Billing	BI-4A	UNE and Resale Aggregate Reciprocal Compensation (MOU)	UNE and Resale Aggregate	Parity	N/A	246	246	100.00%							
December 2017	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Parity	N/A	334	334	100.00%							
December 2017	Database Updates	DB-1B	All	LDB	Diagnostic	N/A	2,661,445	2,661,445	100.00%							
December 2017	Database Updates	DB-1-C-1	All	Directory Listing	Diagnostic	N/A	663,600	663,600	100.00%							
December 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,860	29,860	100.00%							
December 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,860	29,860	100.00%							
December 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	SIA	Diagnostic	N/A	20,880	20,880	100.00%							
December 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	SIA	Diagnostic	N/A	20,880	20,880	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-3	Gateway Availability - Repair	EFTA	Diagnostic	N/A	42,840	42,840	100.00%							
December 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	Repair/GUI	Diagnostic	N/A	41,565	41,565	100.00%							
December 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	Repair/GUI	Diagnostic	N/A	26,580	26,580	100.00%							
December 2017	Electronic Gateway Availability	GA-7	Time 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	Parity	N/A	0	0	0.00%							
December 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	3	4	75.00%							
December 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	1	2	50.00%							
December 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/ 24 hours	Business	Parity	N/A	2	3	66.67%							
December 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	24,58	12,29	47.14%							
December 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4	4	100.00%							
December 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	15,53	4	25.80%							
December 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	31,24	2	6.40%							
December 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	356,22	24	6.74%							
December 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	0	2	0.00%							
December 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	4	0.00%							
December 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	0	2	0.00%							
December 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3	24	12.50%							
December 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	30	6.67%							
December 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	0	12,548	0.00%							
December 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	50	0.00%							
December 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%							
December 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4	660	0.61%							
December 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - 2 Wire Non-Loaded	Parity	N/A	0	163	0.00%							
December 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	2	524	0.38%							
December 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	24	4,268	0.56%							
December 2017	Network Performance	NH-1A	Trunk Blockage to CTL-Q Tandem Otc w/ TCSR excl	LIS Trunk	Parity	N/A	0	1,632	0.00%							
December 2017	Network Performance	NH-1B	Trunk Blockage to CTL-Q End Otc w/ TCSR excl	LIS Trunk	Parity	N/A	0	840	0.00%							
December 2017	Network Performance	NH-1C	Trunk Blockage to CTL-Q Tandem Otc w/ TCSR excl	LIS Trunk	Diagnostic	N/A	0	840	0.00%							
December 2017	Network Performance	NH-1D	Trunk Blockage to CTL-Q End Otc w/ TCSR excl	LIS Trunk	Diagnostic	N/A	0	840	0.00%							
December 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	3	3,000	0.10%							
December 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	2	2	100.00%							
December 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	1	1	100.00%							
December 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	0	2	0.00%							
December 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%							
December 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	N/A	2	2	100.00%							
December 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	N/A	4	5	80.00%							
December 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - DS1 Capable	Benchmark	N/A	6	2	300.00%							
December 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - DS1 Capable	Benchmark	N/A	30	6	500.00%							
December 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1	100.00%							
December 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	2	2	100.00%							
December 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	N/A	6	6	100.00%							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	110	110	100.00%							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6822,90	19,404	0.35							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	16282,35	12,805	1.27							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23085,25	19,404	1.18							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	4022,10	4,905	0.82							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4611,22	4,905	0.94							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	678,30	1,785	0.38							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1320,48	1,231	1.08							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2007,78	1,785	1.12							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3235,53	3,718	0.87							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	7236,00	3,610	1.90							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10474,53	3,719	2.82							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7643,80	7,600	1.02							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	6640,50	5,825	1.14							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	14484,30	7,600	1.88							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2354,40	1,080	2.18							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	626,94	1,161	0.54							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	2861,34	1,080	2.76							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3885,15	6,585	0.59							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	7920,75	13,425	0.59							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11805,90	6,585	1.79							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	Standard Deviator	Modified Z Score	Parity Score
December 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	282.50	1,130	0.25							
December 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	873.54	1,899	0.46							
December 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1,228.36	989	1.24							
December 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2,392.40	1,899	1.25							
December 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2,482.00	3,650	0.68							
December 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	5,533.04	2,801	19.04							
December 2017	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	5,8813.04	3,650	15.29							
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8,588.50	4,825	1.78							
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8,251.88	4,534	1.82							
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	8,7146.73	6,901	9.73							
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26,733.00	8,385	4.20							
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48,301.60	3,460	13.84							
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4,000.00	800	5.00							
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	1,7608.50	5,031	3.50							
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3,928.00	3,020	1.30							
December 2017	Pre-Ordering	PO-2A	Pre-Order Response Times(Connecting Fac Assign XML)	XML Request/Response	Diagnostic	N/A	5,518.70	1,595	3.40							
December 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	105	144	72.92%							
December 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	4	50.00%							
December 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	46	68	67.65%							
December 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	105	105	100.00%							
December 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	2	100.00%							
December 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Unbundled Loop Aggregate	Diagnostic	N/A	46	46	100.00%							
December 2017	Pre-Ordering	PO-5A(a)	FOCs on Time for Fully Electronic LSRs	Product Aggregate	Diagnostic	N/A	75.01	23	3.16							
December 2017	Pre-Ordering	PO-5A(b)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	2	2	100.00%							
December 2017	Pre-Ordering	PO-5A(c)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	42	42	100.00%							
December 2017	Pre-Ordering	PO-5B(a)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	102	102	100.00%							
December 2017	Pre-Ordering	PO-5B(b)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	2	2	100.00%							
December 2017	Pre-Ordering	PO-5B(c)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	22	23	95.65%							
December 2017	Pre-Ordering	PO-5D	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	31	31	100.00%							
December 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%							
December 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Party	N/A	0	9	0.00%							

NORTH DAKOTA PAP SUMMARY - NOVEMBER 2018

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

NO DATA