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



February 22, 2019

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

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

Dear Mr. Kahl:

Enclosed for filing are the following regarding the modified North Dakota Performance Assurance Plan:

1. Performance Results Report for the months of January 2018 through January 2019; and
2. Payment Report for the month of December 2018.

Sincerely,

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

Andrew Schriner  
State Legislative Affairs Director

AS/bardm

Enclosures


**CERTIFICATE OF SERVICE**

I hereby certify that on this 22nd day of February, 2019, the foregoing Performance Results Report for the months of January 2018 through January 2019 and the Payment Report for the month of December 2018 were served upon the following party:

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

and copies sent electronically, addressed to the following:

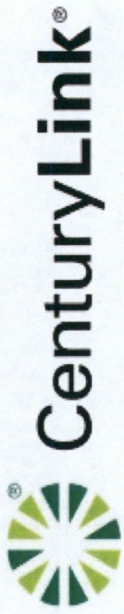
Andrew Schriener  
State Legislative Affairs Director  
CenturyLink  
200 South 5<sup>th</sup> Street  
Minneapolis, MN 55402

  
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Dianne Barthel

NORTH DAKOTA PAP SUMMARY - DECEMBER 2018

State	Reporting Period	PID	PID Description	Product	Current Month Payment	Incremental Rerun Payment	Interest	Total Monthly Payment
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ND			NO DATA					
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## **Qwest Corporation (Qwest or CTL-Q) Performance Results**

### **North Dakota January 2018 - January 2019**

*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.*

February 18, 2019

CenturyLink QC Performance Results – Current 271 PID

Jan 2019 PAP Aggregate Performance Report ND.xls

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	CTL-Q Standard Deviator	Modified Z Score	Party Score
January 2019	Billing	BI-2	Invoices Delivered within 10 Days	All	Party by Design	N/A	163	163	100.00%							
January 2019	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNE and Resale Aggregate	Diagnostic	N/A	103,147	103,147	100.00%							
January 2019	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	UNE and Resale Aggregate	Diagnostic	N/A	271	271	100.00%							
January 2019	Billing	BI-4A	UNE and Resale Aggregate	UNE and Resale Aggregate	Party	N/A	168	168	100.00%							
January 2019	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Diagnostic	N/A	271	271	100.00%							
January 2019	Database Updates	DB-H	All	Directory Listing	Diagnostic	N/A	2,787,906	2,787,906	100.00%							
January 2019	Database Updates	DB-HC-1	All	IMAGUI	Diagnostic	N/A	570.81	570.81	100.00%							
January 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
January 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
January 2019	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EREA	Diagnostic	N/A	43,200	43,200	100.00%							
January 2019	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EREA	Diagnostic	N/A	42,180	42,180	100.00%							
January 2019	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,680	27,680	100.00%							
January 2019	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0	100.00%							
January 2019	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Enhanced Extended Loops - DST Capable	Party	N/A	1	1	100.00%							
January 2019	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	3	33.33%							
January 2019	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DST Capable	Party	N/A	2	5	40.00%							
January 2019	Maintenance and Repair	MR-5X	Out of Service cleared w/ 24 hours	Business	Party	N/A	0	0	0.00%		23	48	47.92%	49.96%	0.963549	-0.657387
January 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DST Capable	Party	N/A	2.59	2.59	100.00%							
January 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	26.52	3	8.57							
January 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DST Capable	Party	N/A	49.55	9.59	10.22							
January 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Party	N/A	274.10	26	10.33							
January 2019	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DST Capable	Party	N/A	1	56	1.79%							
January 2019	Maintenance and Repair	MR-8	Trouble Rate	US Trunk	Party	N/A	0	11,617	0.00%							
January 2019	Maintenance and Repair	MR-8	Trouble Rate	Residence	Party	N/A	0	31	0.00%							
January 2019	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Party	N/A	0	1	0.00%							
January 2019	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	3	556	0.54%							
January 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	0	139	0.00%							
January 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DST Capable	Party	N/A	5	387	1.28%							
January 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Party	N/A	28	3,480	0.75%							
January 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Party	N/A	2	2	100.00%							
January 2019	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LS Trunk	Party	N/A	0	1	0.00%							
January 2019	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	0	1	0.00%							
January 2019	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	7	7	100.00%							
January 2019	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	5	5	100.00%							
January 2019	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	5	7	5.00							
January 2019	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	5	7	5.00							
January 2019	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	56	56	100.00%							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	22789.30	94,070	0.24							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	46887.53	60,100	0.81							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	71,486.83	94,070	0.76							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	7227.55	15,610	0.46							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	7887.93	15,610	0.50							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	5222.23	12,820	0.41							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	706.20	9,195	0.08							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5931.43	12,820	0.46							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	12583.39	15,325	0.82							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	2342.46	12,060	0.19							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	14925.88	15,325	0.97							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	28811.88	30,875	0.87							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6488.00	5,640	1.15							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	33297.88	30,875	1.08							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	5669.50	5,620	0.87							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	314.56	3,625	0.08							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	5984.06	5,820	1.03							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	10159.15	23,940	0.42							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	17143.77	45,850	0.37							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	27302.92	23,940	1.14							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	183.75	1,815	0.10							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	3571.83	6,980	0.51							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2317.75	1,815	1.28							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	6513.83	13,540	0.48							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	1302.71	180	7.24							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	7816.54	13,540	0.58							
January 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23							
January 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	7,176	9.68							
January 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25860.94	7,311	3.54							
January 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	4074.96	4,568	8.97							
January 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	391.25	775	5.15							
January 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75							
January 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Connecting Fac Assign XML)	XML Request/Response	Diagnostic	N/A	9388.80	3,346	2.80							
January 2019	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	5658.12	1,722	3.48							
January 2019	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-PTS	Diagnostic	N/A	82	82	71.95%							
January 2019	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-PTS	Diagnostic	N/A	59	6	66.87%							

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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 Deviation	Modified Z Score	Party Score
January 2019	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	44	57	77.18%							
January 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	59	63	93.65%							
January 2019	Pre-Ordering	PO-2C	All Flow-through Eligible LSRs	Resale Aggregate w/o UNEP-POTS	Diagnostic	N/A	6	6	100.00%							
January 2019	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Unbundled Loop Aggregate	Diagnostic	N/A	44	45	97.79%							
January 2019	Pre-Ordering	PO-5A(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	7:08	6	1:11							
January 2019	Pre-Ordering	PO-5A(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	38	38	100.00%							
January 2019	Pre-Ordering	PO-5A(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	54	54	100.00%							
January 2019	Pre-Ordering	PO-5B(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	2	2	100.00%							
January 2019	Pre-Ordering	PO-5B(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	14	14	100.00%							
January 2019	Pre-Ordering	PO-5C(a)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	20	21	95.24%							
January 2019	Pre-Ordering	PO-5C(b)	FOCs on Time for manual LSRs via Facsimile	Resale Aggregate	Benchmark	90.00%	0	1	0.00%							
January 2019	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	0	1	0.00%							
January 2019	Pre-Ordering	PO-8B	Unbundled Loops	Unbundled Loops and Number Portability	Party	N/A	0	0	0.00%							
December 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Party by Design	N/A	108	108	100.00%							
December 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNE and Resale Aggregate	Diagnostic	N/A	108,000	108,000	100.00%							
December 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	285	285	100.00%							
December 2018	Billing	BI-4A	UNE and Resale Aggregate	UNE and Resale Aggregate	Party	N/A	227	227	100.00%		2,418	2,433	99.38%	7.83%	-1.134908	-1.689975
December 2018	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Party	N/A	285	285	99.96%							
December 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	2,238,793	1,01	0.04%							
December 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	509,47	2,422	0.21							
December 2018	Electronic Gateway Availability	GA-2	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
December 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	XAL	Diagnostic	N/A	29,520	29,520	100.00%							
December 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EFTA	Diagnostic	N/A	41,760	41,760	100.00%							
December 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	Repair GUI	Diagnostic	N/A	40,740	40,740	100.00%							
December 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	29,880	29,880	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	Party	N/A	0	0	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	0	1	0.00%							
December 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	0	4	50.00%							
December 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Party	N/A	7:16	1	7:16							
December 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	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	Party	N/A	28:38	0	0:00							
December 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	14:25	1	28:38							
December 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Party	N/A	156:47	27	5:48			8250:16	146	56:31	129:45	-1.865273
December 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Party	N/A	0	0	0.00%							
December 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	0	3	0.00%							
December 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	0	1	0.00%							
December 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	0	4	75.00%							
December 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Party	N/A	1	27	3.70%							
December 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Party	N/A	0	59	0.00%							
December 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Party	N/A	1	11,487	0.01%							
December 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Party	N/A	0	31	0.00%							
December 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Party	N/A	0	0	0.00%							
December 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Party	N/A	3	560	0.54%							
December 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	4	396	1.01%							
December 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Party	N/A	27	3,558	0.76%							
December 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Party	N/A	4	1,512	0.29%							
December 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Party	N/A	0	504	0.00%							
December 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Party	N/A	4	1,512	0.29%							
December 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Party	N/A	0	504	0.00%							
December 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Party	N/A	2	100,000	0.00%							
December 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	1	1	100.00%							
December 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	8	7	85.71%							
December 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LIS Trunk	Party	N/A	6	1	6.00%							
December 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	33	7	3.00							
December 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Benchmark	6.00	2	100,000	0.00%							
December 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Party	N/A	1	1	100.00%							
December 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Party	N/A	7	7	100.00%							
December 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	348	348	100.00%							
December 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	3286:28	11,938	0.28							
December 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	7545:61	8,278	0.91							
December 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	10831:89	11,638	0.92							
December 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (Appl. Scheduler)	REQUEST	Diagnostic	N/A	739:59	1,581	0.47							
December 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (Appl. Scheduler)	TOTAL	Diagnostic	N/A	848:48	1,581	0.54							
December 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	491:52	1,204	0.41							
December 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	97:84	1,138	0.09							
December 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	589:36	1,204	0.49							
December 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	1244:14	1,468	0.83							





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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 Deviation	Modified Z Score	Party Score
October 2018	Billing	BL-6B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Diagnostic	N/A	278	278	99.99%							
October 2018	Database Updates	DB-1B	All	LDS	Diagnostic	N/A	2,787,149	2,750,740	1.01							
October 2018	Electronic Gateway Availability	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	30,600	30,600	100.00%							
October 2018	Electronic Gateway Availability	GA-2	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
October 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
October 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	IMAGUI	Diagnostic	N/A	43,200	43,200	100.00%							
October 2018	Electronic Gateway Availability	GA-4	System Availability - Repair	IMAGUI	Diagnostic	N/A	42,180	42,180	100.00%							
October 2018	Electronic Gateway Availability	GA-4	System Availability - Repair	IMAGUI	Diagnostic	N/A	27,960	27,960	100.00%							
October 2018	Maintenance and Repair	MR-5B	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	Diagnostic	N/A	0	1	0.00%							
October 2018	Maintenance and Repair	MR-5X	Out of Service Cleared w/ 24 hours	Business	Party	N/A	2	2	50.00%		40	82	48.79%	48.99%	-0.03409	-1.020725
October 2018	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/ MSA	Residence	Party	N/A	161.58	161.58	0.00		16077.51	238	67.33	74.27	1.334622	-0.188607
October 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Internal Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	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	Party	N/A	17.53	1	17.53							
October 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Internal Zone 2	UNBUNDLED Loop Analog	Party	N/A	515.43	39	13.13							
October 2018	Maintenance and Repair	MR-7A	Repair Repeat Report Rate-Disp w/ MSA	Residence	Party	N/A	0	1	0.00%							
October 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	0	8	0.00%							
October 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - DS1 Capable	Party	N/A	5	39	12.82%							
October 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Party	N/A	0	60	0.00%							
October 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Party	N/A	0	11,640	0.00%							
October 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Party	N/A	1	32	3.13%		311	12,005	2.59%	15.89%	-0.173645	-1.105569
October 2018	Maintenance and Repair	MR-8	Trouble Rate	SUBLOOP UNBUNDLING	Party	N/A	1	0	0.00%							
October 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	8	581	1.38%							
October 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED Loop - 2 Wire Non-Loaded	Party	N/A	0	150	0.00%							
October 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED Loop - DS1 Analog	Party	N/A	39	3,684	1.06%							
October 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED Loop Analog	Party	N/A	0	400	0.25%							
October 2018	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/ MSA	Residence	Party	N/A	0	1	0.00%							
October 2018	Network Performance	NR-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TCSR excl	LIS Trunk	Party	N/A	1	1,560	0.08%							
October 2018	Network Performance	NR-1B	Trunk Blockage to CTL-Q End Ofc w/ TCSR excl	LIS Trunk	Party	N/A	0	456	0.00%							
October 2018	Network Performance	NR-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TCSR excl	LIS Trunk	Party	N/A	1	1,560	0.08%							
October 2018	Network Performance	NR-1D	Trunk Blockage to CTL-Q End Ofc w/o TCSR excl	LIS Trunk	Party	N/A	1	480	0.21%							
October 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Party	N/A	1	1	1.00							
October 2018	Ordering and Provisioning	OP-15B-HD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Party	N/A	0	1	0.00%		6,951	24	289.63	561.18	-0.03026	-1.906365
October 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	N/A	1	1	100.00%		6	24	25.00%	45.30%	-1.940912	-3.17662
October 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Party	N/A	2	2	100.00%							
October 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	N/A	1	1	100.00%		4	4	100.00%	0.00%		
October 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED Loop Analog	Benchmark	N/A	6	7	85.71%							
October 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	N/A	3	3	100.00%							
October 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LIS Trunk	Party	N/A	7	1	7.00							
October 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	N/A	31	7	4.43							
October 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Party	N/A	2	2	100.00%							
October 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	1	1	100.00%							
October 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED Loop Analog	Party	N/A	7	7	100.00%							
October 2018	Ordering and Provisioning	OP-9C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	N/A	148	148	100.00%		69	76	90.79%	28.92%	-0.806383	-1.490246
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	22786.30	94,070	0.24							
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	48697.53	60,590	0.80							
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	71483.83	94,070	0.76							
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	7227.55	15,610	0.46							
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	7897.93	15,610	0.50							
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	5222.23	12,820	0.41							
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	769.20	9,195	0.08							
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5931.43	12,820	0.46							
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	12583.39	15,325	0.82							
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	2342.49	12,060	0.19							
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	14925.88	15,325	0.97							
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	28811.88	31,875	0.84							
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	33297.88	31,875	1.04							
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	5666.50	5,820	0.97							
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							
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	5984.08	5,820	1.03							
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	10159.15	24,940	0.41							
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	17143.77	45,650	0.38							
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	27302.92	24,940	1.09							
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	183.75	1,815	0.10							
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	3571.83	6,990	0.51							
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	2317.75	1,815	1.28							
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	6073.33	6,990	0.87							
October 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	6513.83	13,540	0.48							



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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	LS Trunk	Party	N/A	3	3	100.00%	0.00%						
September 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	4	4	100.00%	0.00%						
September 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Party	N/A	4	4	100.00%	0.00%						
September 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	832	832	100.00%	0.00%	81	83	97.59%	15.33%	-0.30696	-1.186618
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	288.89	1,538	0.19							
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	306.37	729	0.43							
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	595.26	2,225	0.39							
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	267.00	1,225	0.12							
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appl. Scheduler)	REQUEST	Diagnostic	N/A	469.50	2,225	2.22							
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appl. Scheduler)	TOTAL	Diagnostic	N/A	144.00	1,200	0.12							
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	4776.00	1,200	3.98							
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4920.00	1,200	4.10							
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	417.48	3,479	0.12							
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	32076.38	3,479	9.22							
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	32493.98	3,479	9.34							
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	196.77	238	0.15							
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	6466.00	5,640	0.83							
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	8662.77	238	28.32							
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	1578.61	1,397	1.13							
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	6705.60	1,397	4.80							
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	8284.21	1,397	5.83							
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	123.61	360	0.34							
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	69.62	720	0.12							
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	213.23	360	0.59							
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	1535.16	2,326	0.66							
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	279.12	2,326	0.12							
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	8536.42	2,326	3.67							
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	10350.70	2,326	4.45							
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	67.76	180	0.38							
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	1302.71	180	7.24							
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	1370.47	180	7.61							
September 2018	Pre-Ordering	PO-1-HMA 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-1-HMA GUI	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23							
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appl. Scheduler XML)	XML Request/Response	Diagnostic	N/A	747392.00	7,311	9.88							
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	25880.84	7,311	3.54							
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	40974.96	4,568	8.97							
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15							
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	18900.00	5,280	3.75							
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80							
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	1722	346	3.46							
September 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Connecting Fac Assign XML)	XML Request/Response	Diagnostic	N/A	97	132	73.48%							
September 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	5	7	71.43%							
September 2018	Pre-Ordering	PO-2A	All Electronic LSRs	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	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	5	5	100.00%							
September 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	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	410.17	78	5.16							
September 2018	Pre-Ordering	PO-5A-(e)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	5	5	100.00%							
September 2018	Pre-Ordering	PO-5A-(e)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	51	51	100.00%							
September 2018	Pre-Ordering	PO-5A-(e)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	63	63	100.00%							
September 2018	Pre-Ordering	PO-5B-(e)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	2	2	100.00%							
September 2018	Pre-Ordering	PO-5B-(e)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	63	63	100.00%							
September 2018	Pre-Ordering	PO-5B-(e)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	34	34	100.00%							
September 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks	LIS Trunk	Benchmark	85.00%	3	3	100.00%							
August 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Party by Design	N/A	135	135	100.00%	0.00%						
August 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNES and Resale Aggregate	Diagnostic	N/A	117.03	117.03	100.00%							
August 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	344	344	100.00%							
August 2018	Billing	BI-4A	UNES and Resale Aggregate	UNES and Resale Aggregate	Party	N/A	175	175	100.00%							
August 2018	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Party	N/A	344	344	100.00%							
August 2018	Database Updates	DB-1B	All	LDB	Diagnostic	N/A	3,736,924	3,736,924	1.01							
August 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	555.47	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-3	Gateway Availability - Repair	XML	Diagnostic	N/A	30,600	30,600	100.00%							
August 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	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/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Party	N/A	2	2	100.00%							
August 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 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/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	2	50.00%							

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August 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	1	4	25.00%	43.30%	2	2	100.00%	0.00%	0.841821	-0.88531
August 2018	Maintenance and Repair	MR-5X	Out of Service Cleared w/ 24 Hours	Business	Party	N/A	2	2	100.00%	0.00%	42	91	46.15%	49.85%	-1.511011	-1.918629
August 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Party	N/A	5.02	2	2.31	0.00%	5.26	2	2.43	1.11	-0.169705	-1.103773
August 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	28.49	7	4.07	1.56	7	4.32	2.23			
August 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	72.18	4	18.05	25.57	5.26	2	2.43			
August 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Party	N/A	777.48	31	25.05	85.02	32330.03	340	95.05	213.35	0.855996	-0.479591
August 2018	Maintenance and Repair	MR-7E	Repair/Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Party	N/A	0	2	0.00%	0.00%	0	2	0.00%	0.00%	-1.748855	-2.082013
August 2018	Maintenance and Repair	MR-7E	Repair/Repeat Report Rate-Zone 2	Unbundled Loop - ADSL COMPATIBLE	Party	N/A	0	7	0.00%	0.00%	0	7	0.00%	0.00%		
August 2018	Maintenance and Repair	MR-7E	Repair/Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	0	4	0.00%	0.00%	0	4	0.00%	0.00%		
August 2018	Maintenance and Repair	MR-7E	Repair/Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	1	3	3.23%	17.67%	62	375	16.53%	37.15%	-1.916876	-2.165378
August 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Party	N/A	0	46	4.32%	20.39%	2	193	1.04%	10.13%	0.962137	-0.415062
August 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Party	N/A	0	11,804	0.00%	0.00%	1	10,824	0.01%	0.96%	-0.72229	-1.439121
August 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Party	N/A	0	33	0.00%	0.00%	275	12,367	2.22%	14.75%	-0.865158	-1.525979
August 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Party	N/A	0	0	0.00%	0.00%	2	191	1.05%	10.18%	-0.102601	-1.062377
August 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Party	N/A	7	617	1.13%	10.59%	0	40	0.00%	0.00%	-0.368178	-1.22262
August 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - ADSL COMPATIBLE	Party	N/A	2	153	1.31%	11.36%	0	40	0.00%	0.00%	-0.325479	-1.197877
August 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	4	453	0.88%	9.36%	2	197	1.02%	10.02%	-0.154553	-1.063961
August 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Party	N/A	31	3,768	0.82%	9.00%	375	21,258	1.78%	13.16%	-4.087147	-3.484609
August 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Party	N/A	0	0	0.00%	0.00%	0	0	0.00%	0.00%		
August 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Off. w/ TCSR excl	LIS Trunk	Diagnostic	N/A	0	840	0.00%	0.00%	1	1	100.00%	0.00%		
August 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Of. w/ TCSR excl	LIS Trunk	Diagnostic	N/A	0	1,560	0.00%	0.00%	2	2	100.00%	0.00%		
August 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q End Of. w/ TCSR excl	LIS Trunk	Diagnostic	N/A	0	840	0.00%	0.00%	0	0	0.00%	0.00%		
August 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Of. w/ TCSR excl	LIS Trunk	Diagnostic	N/A	1	2	100.00%	0.00%	1	1	100.00%	0.00%		
August 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	2	100.00%	0.00%	1	1	100.00%	0.00%		
August 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - ADSL COMPATIBLE	Party	N/A	5	7	71.43%							
August 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	7	8	87.50%							
August 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	24	7	3.43							
August 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	6	1	6.00							
August 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Party	N/A	2	2	100.00%	0.00%	1	1	100.00%	0.00%		
August 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Party	N/A	7	7	100.00%	0.00%	87	92	94.57%	22.67%	0.248653	-0.64883
August 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Party	N/A	8	8	87.50%	33.07%						
August 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	95	95	100.00%							
August 2018	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	3388.28	11,638	0.28							
August 2018	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	7545.61	8,278	0.91							
August 2018	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	10831.89	11,638	0.92							
August 2018	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	739.59	1,581	0.47							
August 2018	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	846.46	1,581	0.54							
August 2018	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	481.52	1,204	0.41							
August 2018	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	97.84	1,106	0.09							
August 2018	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	579.36	1,204	0.49							
August 2018	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	1244.14	1,498	0.83							
August 2018	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	231.80	1,468	0.16							
August 2018	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	1475.94	1,498	0.99							
August 2018	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	3143.75	3,560	0.88							
August 2018	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
August 2018	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	9629.75	3,560	2.71							
August 2018	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	434.59	446	0.97							
August 2018	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	142.76	446	0.32							
August 2018	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	577.35	448	1.29							
August 2018	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1358.89	3,452	0.39							
August 2018	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	2272.86	6,866	0.33							
August 2018	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	3631.75	3,452	1.05							
August 2018	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Service Availability)	ACCEPT	Diagnostic	N/A	23.00	225	0.10							
August 2018	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	251.48	460	0.51							
August 2018	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	286.95	225	1.28							
August 2018	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	564.43	490	1.15							
August 2018	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	1,684	1,664	0.41							
August 2018	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	38380.40	1,660	18.65							
August 2018	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	39245.51	1,664	23.59							
August 2018	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
August 2018	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23							
August 2018	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477382.00	7,176	19.45							
August 2018	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54							
August 2018	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46974.96	4,568	8.97							
August 2018	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	775	775	5.15							
August 2018	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,290	3.75							
August 2018	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9388.80	3,346	2.80							
August 2018	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Times (Connecting FAc Assign XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722	3.46							
August 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	121	173	69.94%							
August 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-PTS	Diagnostic	N/A	2	3	66.67%							
August 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	63	92	68.48%							

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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 Deviation	Modified Z Score	Party Score
August 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	121	126	86.83%							
August 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-F-FOTS	Diagnostic	N/A	2	2	100.00%							
August 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	63	63	100.00%							
August 2018	Pre-Ordering	PO-3X	Electronic LSRs Requested Manually	Product Aggregate	Benchmark	N/A	229-48	60	3-50							
August 2018	Pre-Ordering	PO-5A-(e)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	2	2	100.00%							
August 2018	Pre-Ordering	PO-5A-(f)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	55	55	100.00%							
August 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	112	112	100.00%							
August 2018	Pre-Ordering	PO-5B-(d)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1	1	100.00%							
August 2018	Pre-Ordering	PO-5B-(e)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	43	43	100.00%							
August 2018	Pre-Ordering	PO-5B-(f)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	41	41	100.00%							
August 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	3	3	100.00%							
August 2018	Billing	BI-2	Unbilled Loops	Unbilled Loops and Number Portability	Party	N/A	0	0	0.00%							
July 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNES and Resale Aggregate	Diagnostic	N/A	118	118	100.00%							
July 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	122,445	122,445	100.00%							
July 2018	Billing	BI-4A	UNES and Resale Aggregate	UNES and Resale Aggregate	Diagnostic	N/A	308	308	100.00%							
July 2018	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Diagnostic	N/A	232	232	100.00%							
July 2018	Database Updates	DB-1B	All	Reciprocal Compensation	Diagnostic	N/A	308	308	100.00%							
July 2018	Database Updates	DB-1C-1	All	LDB	Diagnostic	N/A	4,870,943	4,870,943	1.06							
July 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	Directory Listing	Diagnostic	N/A	861,777	3,488	0.19							
July 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,060	30,060	100.00%							
July 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,060	30,060	100.00%							
July 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	XML	Diagnostic	N/A	30,060	30,060	100.00%							
July 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EFTA	Diagnostic	N/A	42,900	42,900	100.00%							
July 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	Repair GUI	Diagnostic	N/A	41,820	41,820	100.00%							
July 2018	Electronic Gateway Availability	GA-7	Timey Outage Resolution after Software Releases	EASE	Diagnostic	N/A	26,880	26,880	100.00%							
July 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Party	N/A	0	0	0.00%							
July 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	LIS Trunk	Party	N/A	0	1	100.00%							
July 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	LIS Trunk	Party	N/A	0	1	0.00%							
July 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	7	14.29%							
July 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	100.00%								
July 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	5	6	83.33%							
July 2018	Maintenance and Repair	MR-5X	Out of Service Cleared w/ 24 Hours	Business	Party	N/A	1	2	50.00%							
July 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Party	N/A	1-48	1	1-48							
July 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Party	N/A	51-39	1	51-39							
July 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	152-53	7	21-50							
July 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	1-58	1	1-58							
July 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	18-26	6	3-04							
July 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Party	N/A	402-06	20	20-06							
July 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Party	N/A	0	1	0.00%							
July 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Party	N/A	0	0	0.00%							
July 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	0	7	0.00%							
July 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	0	1	0.00%							
July 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	3	6	50.00%							
July 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Party	N/A	2	20	10.00%							
July 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Party	N/A	1	41	2.44%							
July 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Party	N/A	1	12,116	0.01%							
July 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Party	N/A	0	33	0.00%							
July 2018	Maintenance and Repair	MR-8	Trouble Rate	SUBLOOP UNBUNDLING	Party	N/A	0	0	0.00%							
July 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	7	630	0.12%							
July 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	6	156	0.63%							
July 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Party	N/A	6	467	1.26%							
July 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Party	N/A	20	3,876	0.52%							
July 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Party	N/A	0	1,512	0.00%							
July 2018	Network Performance	NR-1A	Trunk Blockage to CTL-Q Tandem Otc w/ TGSR exci	LIS Trunk	Party	N/A	0	816	0.00%							
July 2018	Network Performance	NR-1B	Trunk Blockage to CTL-Q End Otc w/ TGSR exci	LIS Trunk	Party	N/A	0	1,538	0.06%							
July 2018	Network Performance	NR-1C	Trunk Blockage to CTL-Q Tandem Otc w/ TGSR exci	LIS Trunk	Party	N/A	1	1,538	0.06%							
July 2018	Network Performance	NR-1D	Trunk Blockage to CTL-Q End Otc w/ TGSR exci	LIS Trunk	Party	N/A	1	840	0.12%							
July 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	4	4	100.00%							
July 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	15	18	83.33%							
July 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	62	15	4.13							
July 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Benchmark	N/A	4	100.00%								
July 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Party	N/A	17	18	94.44%							
July 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	REQUEST	Benchmark	N/A	144	144	100.00%							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	6428.73	19,481	0.33							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23214.33	19,481	1.18							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	4691.07	4,928	0.63							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4834.07	4,929	0.94							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	927.57	1,863	0.49							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1436.94	1,388	1.03							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2387.51	1,863	1.25							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3075.82	3,751	0.82							
July 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	5406.80	3,862	1.40							

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Month	PID Category	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Party Score
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Check)	Diagnostic	N/A	8482.62	3.751	2.26							
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Get CSR)	Diagnostic	N/A	8379.72	1.08								
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Get CSR)	Diagnostic	N/A	6987.55	5.737	1.15							
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Get CSR)	Diagnostic	N/A	14977.27	7.759	1.83							
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	Diagnostic	N/A	2640.37	1.153	2.29							
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	Diagnostic	N/A	658.35	1.197	0.55							
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	Diagnostic	N/A	3298.72	1.153	2.86							
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Service Availability)	Diagnostic	N/A	4044.30	6.650	0.61							
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Service Availability)	Diagnostic	N/A	8474.76	13.452	0.63							
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Service Availability)	Diagnostic	N/A	12519.06	6.650	1.89							
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation)	Diagnostic	N/A	142.32	1.186	0.12							
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation)	Diagnostic	N/A	892.86	1.841	0.46							
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation)	Diagnostic	N/A	1199.25	975	1.23							
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (TN Reservation)	Diagnostic	N/A	2234.43	1.841	1.15							
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	Diagnostic	N/A	2125.53	3.729	0.57							
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	Diagnostic	N/A	55510.51	2.917	10.03							
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	Diagnostic	N/A	57636.04	3.729	15.46							
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Address Validation XML)	Diagnostic	N/A	8188.34	4.902	1.67							
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Appr. Scheduler XML)	Diagnostic	N/A	8874.93	4.639	1.87							
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Facility Check XML)	Diagnostic	N/A	69581.40	6.862	9.70							
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Get CSR XML)	Diagnostic	N/A	25030.20	6.418	3.90							
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Loop Qual Tools XML)	Diagnostic	N/A	48752.54	3.569	13.66							
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Meet Point Inquiry XML)	Diagnostic	N/A	4295.10	834	5.15							
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Service Avail XML)	Diagnostic	N/A	18659.10	5.043	3.70							
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Connecting Fax Assign XML)	Diagnostic	N/A	3850.10	3.561	1.10							
July 2018	Pre-Ordering	PO-HMA GUI	Pre-Order Response Times (Connecting Fax Assign XML)	Diagnostic	N/A	5909.04	1.698	3.48							
July 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Diagnostic	N/A	125	153	81.70%							
July 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Diagnostic	N/A	4	5	80.00%							
July 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Diagnostic	N/A	48	60	80.00%							
July 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Diagnostic	N/A	125	127	98.43%							
July 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Diagnostic	N/A	4	4	100.00%							
July 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Diagnostic	N/A	48	49	97.96%							
July 2018	Pre-Ordering	PO-3C	LSRs received via Facsimile	Diagnostic	N/A	2.22	1	2.22							
July 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Diagnostic	N/A	53.47	16	3.22							
July 2018	Pre-Ordering	PO-5A(a)	FOCs on Time for Fully Electronic LSRs	Benchmark	95.00%	4	4	100.00%							
July 2018	Pre-Ordering	PO-5A(b)	FOCs on Time for Fully Electronic LSRs	Benchmark	95.00%	45	45	100.00%							
July 2018	Pre-Ordering	PO-5A(c)	FOCs on Time for Fully Electronic LSRs	Benchmark	95.00%	119	119	100.00%							
July 2018	Pre-Ordering	PO-5B(a)	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	20	20	100.00%							
July 2018	Pre-Ordering	PO-5B(b)	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	25	25	100.00%							
July 2018	Pre-Ordering	PO-5B(c)	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	1	2	50.00%							
July 2018	Pre-Ordering	PO-5C(e)	FOCs provided for ASRs requesting LIS Trunks	Benchmark	85.00%	2	2	100.00%							
July 2018	Pre-Ordering	PO-5D	Unbundled Loops	Party	N/A	0	3	0.00%							
July 2018	Pre-Ordering	PO-5E	Invoices Delivered within 10 Days	Party by Design	N/A	130	130	100.00%							
July 2018	Billing	Bl-2	Billing Accuracy - Adjustments for Errors	Diagnostic	N/A	120.051	402	100.00%							
July 2018	Billing	Bl-3A	Billing Accuracy - Adjustments for Errors	Diagnostic	N/A	402	402	100.00%							
July 2018	Billing	Bl-4A	UNEAs and Resale Aggregate	Party	N/A	222	222	100.00%							
July 2018	Billing	Bl-4B	Reciprocal Compensation (MOU)	Diagnostic	N/A	402	402	100.00%							
June 2018	Database Updates	DB-1B	All	Diagnostic	N/A	4,242,133	4,119,370	1.03							
June 2018	Database Updates	DB-1C-1	Directory Listing	Diagnostic	N/A	60.172	3.272	0.16							
June 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	Diagnostic	N/A	29,340	29,340	100.00%							
June 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	Diagnostic	N/A	29,340	29,340	100.00%							
June 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	Diagnostic	N/A	29,340	29,340	100.00%							
June 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	Diagnostic	N/A	41,700	41,700	100.00%							
June 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	Diagnostic	N/A	40,485	40,485	100.00%							
June 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	Diagnostic	N/A	26,580	26,580	100.00%							
June 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	Diagnostic	N/A	0	0	40.00%							
June 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Diagnostic	N/A	2	2	25.00%							
June 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Party	N/A	28.38	1	28.38							
June 2018	Maintenance and Repair	MR-6B	Mean Time to Restore Interval Zone 2	Party	N/A	22.55	5	4.35							
June 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Party	N/A	64.01	8	8.00							
June 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Party	N/A	274.16	37	7.25							
June 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Disp out MSA	Party	N/A	0	5	0.00%							
June 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Disp out MSA	Party	N/A	2	2	40.00%							
June 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Disp out MSA	Party	N/A	3	3	37.50%							
June 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Disp out MSA	Party	N/A	0	41	0.00%							
June 2018	Maintenance and Repair	MR-8	Trouble Rate	Party	N/A	0	12.212	0.00%							
June 2018	Maintenance and Repair	MR-8	Trouble Rate	Party	N/A	1	49	2.04%							
June 2018	Maintenance and Repair	MR-8	Trouble Rate	Party	N/A	0	638	0.78%							
June 2018	Maintenance and Repair	MR-8	Trouble Rate	Party	N/A	5	5	100.00%							
June 2018	Maintenance and Repair	MR-8	Trouble Rate	Party	N/A	0	160	0.00%							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result/CLEC Standard	Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result/CTL-Q Standard	Modified Z Score	Parity Score
June 2018	Maintenance and Repair	MR-3	Trouble Rate	Unbundled Loop - DSL Capable	Party	N/A	8	475	1.68%	12.67%	2	203	0.89%	8.88%	0.297571
June 2018	Maintenance and Repair	MR-8	Repair Appointments Met-Disp out MSA	Unbundled Loop Analog	Party	N/A	37	3,919	0.94%	9.67%	448	21,808	2.05%	14.15%	-3.726095
June 2018	Maintenance and Repair	MR-9B	Trunk Blockage to CTL-Q Tandem Ofc w/ TCSR exci	Residence	Party	N/A	1	100.00%	0.00%	0.00%	48	48	79.59%	40.30%	-1.304757
June 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q End Ofc w/ TCSR exci	LS Trunk	Party	N/A	0	1,536	0.00%	0.02%	0	840	0.00%	0.02%	-2.891094
June 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q Tandem Ofc w/ TCSR exci	LS Trunk	Party	N/A	0	1,536	0.00%	0.02%	0	840	0.00%	0.02%	-2.891094
June 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q End Ofc w/ TCSR exci	LS Trunk	Diagnostic	N/A	0	840	0.00%	0.00%	0	840	0.00%	0.00%	0.00%
June 2018	Network Performance	NI-1D	Interval Zone 2 Areas	LS Trunk	Diagnostic	N/A	2	100.00%	0.00%	0.00%	2	100.00%	0.00%	0.00%	0.00%
June 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	2	100.00%	0.00%	0.00%	2	100.00%	0.00%	0.00%	0.00%
June 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	2	100.00%	0.00%	0.00%	2	100.00%	0.00%	0.00%	0.00%
June 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	8.00	6	3.00	66.67%	6.00	6	6	3.00	66.67%	0.00%
June 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	8.00	6	3.00	66.67%	6.00	6	6	3.00	66.67%	0.00%
June 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	2	100.00%	0.00%	0.00%	2	100.00%	0.00%	0.00%	0.00%
June 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Party	N/A	2	100.00%	0.00%	0.00%	2	100.00%	0.00%	0.00%	0.00%
June 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Party	N/A	9	100.00%	0.00%	0.00%	9	100.00%	0.00%	0.00%	0.00%
June 2018	Ordering and Provisioning	OP-5C	Number Portability Timeliness without Loop Cord	LNP	Benchmark	95.00%	625	627	99.68%	95.00%	627	627	99.68%	99.68%	26.49%
June 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	19,471	19,471	0.34	0.34	19,471	19,471	0.34	0.34	-0.814006
June 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	12,893	12,893	1.31	1.31	12,893	12,893	1.31	1.31	-0.814006
June 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23,451.37	19,471	1.20	1.20	23,451.37	19,471	1.20	1.20	-0.814006
June 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	3,889.25	4,825	0.81	0.81	4,825	4,825	0.81	0.81	-0.814006
June 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	4,602.44	4,825	0.83	0.83	4,825	4,825	0.83	0.83	-0.814006
June 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	930.51	1,899	0.48	0.48	1,899	1,899	0.48	0.48	-0.814006
June 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1,421.88	1,394	1.02	1.02	1,394	1,394	1.02	1.02	-0.814006
June 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2,352.39	1,899	1.24	1.24	3,293.38	3,293.38	1.24	1.24	-0.814006
June 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3,747	3,747	0.81	0.81	3,747	3,747	0.81	0.81	-0.814006
June 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	578.00	3,858	1.50	1.50	3,858	3,858	1.50	1.50	-0.814006
June 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	8,622.07	3,747	2.35	2.35	8,622.07	3,747	2.35	2.35	-0.814006
June 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	893.57	7,751	1.07	1.07	7,751	7,751	1.07	1.07	-0.814006
June 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6,424.32	5,736	1.12	1.12	6,424.32	5,736	1.12	1.12	-0.814006
June 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14,717.89	7,751	1.90	1.90	14,717.89	7,751	1.90	1.90	-0.814006
June 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2628.92	1,148	2.29	2.29	2,628.92	1,148	2.29	2.29	-0.814006
June 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	646.92	1,198	0.54	0.54	1,198	1,198	0.54	0.54	-0.814006
June 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3,275.84	1,148	2.85	2.85	3,825.84	2,346	1.64	1.64	-0.814006
June 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	4,041.25	6,825	0.61	0.61	6,825	6,825	0.61	0.61	-0.814006
June 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	13,445	13,445	0.65	0.65	13,445	13,445	0.65	0.65	-0.814006
June 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	17,486.50	6,825	1.93	1.93	17,486.50	6,825	1.93	1.93	-0.814006
June 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	ACCEPT	Diagnostic	N/A	183.24	1,186	0.14	0.14	1,186	1,186	0.14	0.14	-0.814006
June 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	833.77	1,939	0.43	0.43	1,939	1,939	0.43	0.43	-0.814006
June 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1,244.16	972	1.28	1.28	972	972	1.28	1.28	-0.814006
June 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2,077.93	1,939	1.16	1.16	2,077.93	1,939	1.16	1.16	-0.814006
June 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2,982.08	3,718	0.56	0.56	3,718	3,718	0.56	0.56	-0.814006
June 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	5,520.21	2,907	1.903	1.903	5,520.21	2,907	1.903	1.903	-0.814006
June 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	7,402.29	3,718	1.544	1.544	7,402.29	3,718	1.544	1.544	-0.814006
June 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	4,910	4,910	1.66	1.66	4,910	4,910	1.66	1.66	-0.814006
June 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8720.46	6,414	1.88	1.88	8,720.46	6,414	1.88	1.88	-0.814006
June 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	6,692.56	6,848	9.72	9.72	6,848	6,848	9.72	9.72	-0.814006
June 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	24,569.40	6,413	3.80	3.80	24,569.40	6,413	3.80	3.80	-0.814006
June 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	4,850.32	3,549	13.68	13.68	4,850.32	3,549	13.68	13.68	-0.814006
June 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4,639.80	828	5.15	5.15	4,639.80	828	5.15	5.15	-0.814006
June 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	18,129.60	5,038	3.60	3.60	18,129.60	5,038	3.60	3.60	-0.814006
June 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3,945.70	3,587	1.10	1.10	3,945.70	3,587	1.10	1.10	-0.814006
June 2018	Pre-Ordering	PO-2A	All Electronic LSRs	XML Request/Response	Diagnostic	N/A	5,878.18	1,894	3.47	3.47	5,878.18	1,894	3.47	3.47	-0.814006
June 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	122	146	83.56%	83.56%	146	146	83.56%	83.56%	0.00%
June 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	68	80	85.00%	85.00%	80	80	85.00%	85.00%	0.00%
June 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	122	124	98.38%	98.38%	124	124	98.38%	98.38%	0.00%
June 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	3	3	100.00%	100.00%	3	3	100.00%	100.00%	0.00%
June 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	68	69	98.55%	98.55%	69	69	98.55%	98.55%	0.00%
June 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	35.26	17	2.05	2.05	17	205	0.00%	0.00%	0.00%
June 2018	Pre-Ordering	PO-5A-(e)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	54	54	100.00%	100.00%	54	54	100.00%	100.00%	0.00%
June 2018	Pre-Ordering	PO-5A-(e)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	117	117	100.00%	100.00%	117	117	100.00%	100.00%	0.00%
June 2018	Pre-Ordering	PO-5B-(e)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1	1	100.00%	100.00%	1	1	100.00%	100.00%	0.00%
June 2018	Pre-Ordering	PO-5B-(e)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	13	13	100.00%	100.00%	13	13	100.00%	100.00%	0.00%
June 2018	Pre-Ordering	PO-5B-(e)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	20	20	100.00%	100.00%	20	20	100.00%	100.00%	0.00%
June 2018	Pre-Ordering	PO-5B-(e)	FOCs provided for ASRs requesting LIS Trunks	LIS Trunk	Benchmark	85.00%	8	8	100.00%	100.00%	8	8	100.00%	100.00%	0.00%
June 2018	Pre-Ordering	PO-5D	Unbundled Loops	LIS Trunk	Party	N/A	1	1	25.00%	43.30%	0	2	0.00%	0.00%	0.00%
June 2018	Pre-Ordering	PO-5D	Unbundled Loops	Unbundled Loops and Number Portability	Party	N/A	132	133	99.25%	99.25%	133	133	99.25%	99.25%	0.00%
May 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Party by Design	N/A	122,757	122,757	100.00%	100.00%	122,757	122,757	100.00%	100.00%	0.00%
May 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	485	485	100.00%	100.00%	485	485	100.00%	100.00%	0.00%
May 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Party	N/A	277	277	100.00%	100.00%	277	277	100.00%	100.00%	0.00%
May 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Party	N/A	485	485	100.00%	100.00%	485	485	100.00%	100.00%	0.00%
May 2018	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Diagnostic	N/A	485	485	100.00%	100.00%	485				

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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 Deviation	Modified Z Score	Party Score
May 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	61143	3046	0.20							
May 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGU	Diagnostic	N/A	30600	30600	100.00%							
May 2018	Electronic Gateway Availability	GA-2	Gateway Availability - LSR	SIA	Diagnostic	N/A	30600	30600	100.00%							
May 2018	Electronic Gateway Availability	GA-3	Gateway Availability - LSR	XML	Diagnostic	N/A	30600	30600	100.00%							
May 2018	Electronic Gateway Availability	GA-4	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43200	43200	100.00%							
May 2018	Electronic Gateway Availability	GA-5	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42180	42180	100.00%							
May 2018	Electronic Gateway Availability	GA-6	Gateway Availability - Repair	EASE	Diagnostic	N/A	27960	27960	100.00%							
May 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0	0.00%							
May 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	LIS Trunk	Party	N/A	1	2	50.00%	0.00%	2	2	100.00%	0.00%	0	-1
May 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	1	4	25.00%	0.00%	0	0	0.00%	0.00%	0	-1
May 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	0	0	0.00%	0.00%	0	0	0.00%	0.00%	0	-1
May 2018	Maintenance and Repair	MR-5X	Out of Service Cleared w/ 24 hours	Business	Party	N/A	4	7	57.14%	48.48%	49	86	56.98%	49.51%	-0.008536	-1.00519
May 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Party	N/A	173.00	173.00	86.30	66.54	4	4	100.00%	0.00%	0	0
May 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	35.52	35.52	4	6.08	2	2	100.00%	0.00%	0	0
May 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	8.03	8.03	2	4.01	0.31	1	40.40	0.00%	0.00%	-3.179152
May 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Party	N/A	24642	25	9.52	23.01	1223037	301	0.31	41.17	-3.584386	-1.476398
May 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Party	N/A	0	0	0.00%	0.00%	0	0	0.00%	0.00%	0	0
May 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	0	4	0.00%	0.00%	1	2	50.00%	50.00%	-1.607957	-1.737351
May 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	0	25	8.00%	27.13%	58	330	17.59%	38.06%	-1.212834	-1.737351
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Party	N/A	0	41	0.00%	0.00%	2	200	1.00%	9.95%	-0.980247	-1.356413
May 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Party	N/A	0	12,236	0.02%	1.28%	0	11,376	0.00%	0.00%	0	0
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Party	N/A	0	49	0.00%	0.00%	231	12,894	1.79%	13.26%	-0.943652	-1.5737
May 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Party	N/A	4	642	0.62%	7.87%	2	188	1.01%	10.00%	-0.100761	-1.061258
May 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	0	166	0.00%	0.00%	0	40	0.00%	0.00%	-0.788537	-1.476398
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	0	488	0.41%	6.39%	0	40	0.00%	0.00%	-0.69456	-1.422263
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Party	N/A	25	3965	0.63%	7.89%	2	204	0.98%	12.15%	-4.180007	-2.995455
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Party	N/A	0	1,584	0.00%	0.01%	0	840	0.00%	0.00%	0	0
May 2018	Network Performance	NH-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TCSR excl	LIS Trunk	Party	N/A	0	840	0.00%	0.00%	0	840	0.00%	0.00%	0	0
May 2018	Network Performance	NH-1B	Trunk Blockage to CTL-Q End Ofc w/ TCSR excl	LIS Trunk	Party	N/A	0	1,584	0.00%	0.00%	0	840	0.00%	0.00%	0	0
May 2018	Network Performance	NH-1C	Trunk Blockage to CTL-Q Tandem Ofc w/ TCSR excl	LIS Trunk	Party	N/A	0	1,584	0.00%	0.00%	0	840	0.00%	0.00%	0	0
May 2018	Network Performance	NH-1D	Trunk Blockage to CTL-Q End Ofc w/ TCSR excl	LIS Trunk	Party	N/A	0	840	0.00%	0.00%	0	840	0.00%	0.00%	0	0
May 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Aneqs	LIS Trunk	Party	N/A	1	100.00%	100.00%							
May 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Aneqs	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	1	100.00%	100.00%							
May 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Aneqs	Unbundled Loop Analog	Benchmark	90.00%	8	8	100.00%							
May 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Aneqs	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	30	6	5.00							
May 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Aneqs	Unbundled Loop Analog	Benchmark	6.00	30	6	5.00							
May 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Party	N/A	1	1	100.00%	0.00%	1	100.00%	0.00%	0.00%	0	0
May 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	7	8	87.50%	33.07%	88	106	82.45%	26.42%	0.016822	-0.988995
May 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Party	N/A	7	8	87.50%	33.07%	88	106	82.45%	26.42%	0.016822	-0.988995
May 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	110	110	100.00%							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	681170	19,462	0.35							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	1667900	12,830	1.30							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	2349070	19,462	1.21							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3834.40	4,918	0.80							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4819.35	4,918	0.94							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	RESPONSE	Diagnostic	N/A	946.00	1,892	0.50							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	1404.81	1,391	1.01							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2350.81	1,892	1.24							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3668.44	3,742	0.82							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	6548.40	3,852	1.70							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	9816.84	3,742	2.57							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8209.70	7,745	1.06							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6303.00	5,730	1.10							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14512.70	7,745	1.87							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2992.34	1,142	2.27							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	821.40	1,195	0.52							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3213.74	1,142	2.81							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	4105.02	6,621	0.62							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8600.96	13,439	0.64							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12705.98	6,621	1.92							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	174.45	1,163	0.15							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	813.54	1,937	0.42							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1248.30	961	1.30							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2337.28	1,937	1.16							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2208.60	3,681	0.60							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	55215.06	2,903	19.02							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	57433.66	3,681	15.60							
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8142.30	4,905	1.66							
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8622.57	4,611	1.87							
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	66895.75	6,841	9.75							
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25006.80	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	48558.43	3,547	13.69							

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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 Deviation	Modified Z Score	Parity Score
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4171.50	810	5.15							
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	18818.40	5052	3.70							
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3982.00	3582	1.00							
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Connecting Fac. Assign XML)	XML Request/Response	Diagnostic	N/A	5854.32	1892	3.48							
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	88	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	8	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	1910	11	1.45							
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	Unbundled Loop AGG-EELS	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	85.00%	3	3	100.00%							
April 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Party by Design	N/A	118	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	Party	N/A	271	271	100.00%							
April 2018	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Party	N/A	419	419	100.00%							
April 2018	Database Updates	DB-1B	All	LDS	Diagnostic	N/A	2,709,981	1,102	0.18							
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	41,460	41,460	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-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0	75.00%							
April 2018	Maintenance and Repair	MR-5B	All Trunks Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	3	4	75.00%							
April 2018	Maintenance and Repair	MR-5B	All Trunks Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	1	3	33.33%							
April 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/ 24 hours	Business	Party	N/A	0	2	0.00%							
April 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	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	Party	N/A	19.01	3	3.27							
April 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Party	N/A	190.36	27	7.04							
April 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	0	4	0.00%							
April 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	0	3	0.00%							
April 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop Analog	Party	N/A	0	27	0.00%							
April 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Party	N/A	0	41	0.00%							
April 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Party	N/A	0	12,260	0.00%							
April 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Party	N/A	0	49	0.00%							
April 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Party	N/A	4	1	0.00%							
April 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	4	658	0.81%							
April 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	3	498	0.60%							
April 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Party	N/A	27	4,082	0.66%							
April 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Party	N/A	0	1,564	0.00%							
April 2018	Network Performance	NP-1A	Trunk Blockage to CTL-Q Tandem Off w/ TCSR excl	LIS Trunk	Party	N/A	0	1,564	0.00%							
April 2018	Network Performance	NP-1B	Trunk Blockage to CTL-Q End Off w/ TCSR excl	LIS Trunk	Party	N/A	0	840	0.01%							
April 2018	Network Performance	NP-1C	Trunk Blockage to CTL-Q Tandem Off w/ TCSR excl	LIS Trunk	Party	N/A	0	1,584	0.00%							
April 2018	Network Performance	NP-1D	Trunk Blockage to CTL-Q End Off w/ TCSR excl	LIS Trunk	Party	N/A	0	840	0.01%							
April 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Party	N/A	69	1	69.00%							
April 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Party	N/A	1	1	100.00%							
April 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Party	N/A	1	3	100.00%							
April 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	1	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 Analog	Party	N/A	1	5	20.00%							
April 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	37	39	94.87%							
April 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	21	3	3.00							
April 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	9	7	3.00							
April 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.00	24	4	6.00							
April 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	86	19	4.53							
April 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Party	N/A	1	1	100.00%							
April 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	2	3	66.67%							
April 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	7	7	100.00%							
April 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Party	N/A	6	6	100.00%							
April 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Party	N/A	38	39	92.31%							
April 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Benchmark	95.00%	150	150	100.00%							
April 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	REQUEST	Benchmark	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							
April 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	23530.14	18,459	1.21							
April 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	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 Deviation	Modified Z Score	Party Score
April 2018	Pre-Ordering	PO-I-HMA GUI	Pre-Order Response Times (Aprt. Scheduler)	REQUEST	Diagnostic	N/A	4,909	0.82								
April 2018	Pre-Ordering	PO-I-HMA GUI	Pre-Order Response Times (Aprt. Scheduler)	TOTAL	Diagnostic	N/A	4,909	0.84								
April 2018	Pre-Ordering	PO-I-HMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	4,909	1.85								
April 2018	Pre-Ordering	PO-I-HMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	754.00	1.85								
April 2018	Pre-Ordering	PO-I-HMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1,344.72	1.23								
April 2018	Pre-Ordering	PO-I-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	1,885	1.11								
April 2018	Pre-Ordering	PO-I-HMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	3,175.60	3.76								
April 2018	Pre-Ordering	PO-I-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	7,298.00	3.84								
April 2018	Pre-Ordering	PO-I-HMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	10,471.60	3.78								
April 2018	Pre-Ordering	PO-I-HMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	828.180	7.74	1.07							
April 2018	Pre-Ordering	PO-I-HMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	6,344.76	5.716	1.11							
April 2018	Pre-Ordering	PO-I-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1,4626.56	7.740	1.89							
April 2018	Pre-Ordering	PO-I-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	2,628.24	1.28	2.33							
April 2018	Pre-Ordering	PO-I-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	6,62.48	1.183	0.56							
April 2018	Pre-Ordering	PO-I-HMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3,200.72	1.28	2.92							
April 2018	Pre-Ordering	PO-I-HMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	4,022.95	6.55	0.81							
April 2018	Pre-Ordering	PO-I-HMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	13,432	13.432	0.85							
April 2018	Pre-Ordering	PO-I-HMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	1,135	204.30	0.18							
April 2018	Pre-Ordering	PO-I-HMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1,926	1,926	0.41							
April 2018	Pre-Ordering	PO-I-HMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1,244.16	972	1.28							
April 2018	Pre-Ordering	PO-I-HMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2,238.12	1,926	1.16							
April 2018	Pre-Ordering	PO-I-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2,350.72	3.673	0.84							
April 2018	Pre-Ordering	PO-I-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	5,4321.00	2,850	19.08							
April 2018	Pre-Ordering	PO-I-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	5,6671.72	3,673	15.43							
April 2018	Pre-Ordering	PO-I-HMA GUI	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8163.00	4,900	1.87							
April 2018	Pre-Ordering	PO-I-HMA GUI	Pre-Order Response Times (Aprt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8,459.28	4,548	1.86							
April 2018	Pre-Ordering	PO-I-HMA GUI	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	6,6416.76	6,633	9.72							
April 2018	Pre-Ordering	PO-I-HMA GUI	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	2,4316.20	6,399	3.80							
April 2018	Pre-Ordering	PO-I-HMA GUI	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48,431.80	3,530	13.72							
April 2018	Pre-Ordering	PO-I-HMA GUI	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4,238.45	823	5.15							
April 2018	Pre-Ordering	PO-I-HMA GUI	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	18,111.60	5,031	3.60							
April 2018	Pre-Ordering	PO-I-HMA GUI	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3,359	1,000	1.00							
April 2018	Pre-Ordering	PO-I-HMA GUI	Pre-Order Response Times (Connecting Fac Assign XML)	XML Request/Response	Diagnostic	N/A	5,823.18	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	Resale Aggregate W/O UNE-P-POTS	Unbundled Loop Aggregate	Diagnostic	N/A	113	140	80.71%							
April 2018	Pre-Ordering	PO-2A	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-POTS	Diagnostic	N/A	5	5	80.00%							
April 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	114	114	99.12%							
April 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	4,000	13	0.18							
April 2018	Pre-Ordering	PO-5A-(e)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	4	4	100.00%							
April 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	109	109	100.00%							
April 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	2	2	100.00%							
April 2018	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	31	31	100.00%							
April 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	28	28	100.00%							
April 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting US Trunks.	LIS Trunk	Benchmark	85.00%	4	4	100.00%							
April 2018	Pre-Ordering	PO-8B	Unbundled Loops	Unbundled Loops and Number Portability	Party	N/A	0	6	0.00%							
March 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Party 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	123,954	123,954	100.00%							
March 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	UNES and Resale Aggregate	Diagnostic	N/A	307	307	100.00%							
March 2018	Billing	BI-4A	Reciprocal Compensation (MOU):	Reciprocal Compensation	Party	N/A	172	172	100.00%							
March 2018	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Party	N/A	307	307	100.00%							
March 2018	Database Updates	DB-1B	All	Directory Listing	Diagnostic	N/A	7,152,455	7,089,860	1.01							
March 2018	Database Updates	DB-1C-1	All	IMAGUI	Diagnostic	N/A	609.18	2,817	0.22							
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	SIA	Diagnostic	N/A	30,420	30,420	100.00%							
March 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	30,420	30,420	100.00%							
March 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,925	43,140	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/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Party	N/A	1	3	33.33%							
March 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Party	N/A	2	3	66.67%							
March 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	1	1	100.00%							
March 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Business	Party	N/A	0	3	0.00%							
March 2018	Maintenance and Repair	MR-5X	Out of Service Cleared w/i 24 hours	Enhanced Extended Loops - DS1 Capable	Party	N/A	9.58	3.19	2.14							
March 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Party	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	Party	N/A	3.28	1	3.28							
March 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	50.28	10	5.03							
March 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Party	N/A	250.35	27	9.17							
March 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Party	N/A	0	3	0.00%							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Standard Deviator	CTI-Q Numerator	CTI-Q Denominator	CTI-Q Result	CTI-Q Standard Deviation	Modified Z Score	Party Score
March 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	LIS Trunk	Party	N/A	1	3	33.33%	47.14%	0	1	0.00%	0.00%	-1.367582
March 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop - ADSL COMPATIBLE	Party	N/A	0	1	0.00%	45.83%	0	1	0.00%	0.00%	-1.089813
March 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	3	10	30.00%	31.43%	29	260	10.36%	30.47%	-1.089813
March 2018	Maintenance and Repair	MR-8	Repair Report Rate-Zone 2	Enhanced Loop Analog	Party	N/A	3	27	11.11%	28.04%	1	210	0.48%	6.88%	0.327592
March 2018	Maintenance and Repair	MR-8	Repair Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Party	N/A	3	12,668	0.02%	1.54%	0	11,520	0.00%	12.41%	-1.535573
March 2018	Maintenance and Repair	MR-8	Repair Report Rate-Zone 2	LIS Trunk	Party	N/A	0	49	0.00%	0.00%	209	13,357	1.56%	6.92%	-1.535573
March 2018	Maintenance and Repair	MR-8	Repair Report Rate-Zone 2	Residence	Party	N/A	0	1	0.00%	3.86%	0	41	0.00%	1.18387	-1.574679
March 2018	Maintenance and Repair	MR-8	Repair Report Rate-Zone 2	SUB-LOOP UNBUNDLING	Party	N/A	0	670	0.15%	13.75%	0	41	0.00%	6.82%	-0.292417
March 2018	Maintenance and Repair	MR-8	Repair Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	0	161	0.00%	8.04%	0	214	0.47%	11.05%	-2.965351
March 2018	Maintenance and Repair	MR-8	Repair Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	10	519	1.93%	8.04%	1	41	0.00%	11.05%	-2.965351
March 2018	Maintenance and Repair	MR-8	Repair Report Rate-Zone 2	Unbundled Loop Analog	Party	N/A	27	4,148	0.65%	0.06%	280	22,661	1.24%	20.25%	-1.072043
March 2018	Network Performance	NI-1A	Trunk Blockage to CTI-Q Tandem Oic w/ TCSR exci	LIS Trunk	Party	N/A	0	1,632	0.00%	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Network Performance	NI-1B	Trunk Blockage to CTI-Q Tandem Oic w/ TCSR exci	LIS Trunk	Party	N/A	0	840	0.01%	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Network Performance	NI-1C	Trunk Blockage to CTI-Q Tandem Oic w/ TCSR exci	LIS Trunk	Party	N/A	0	1,632	0.00%	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Network Performance	NI-1D	Trunk Blockage to CTI-Q Tandem Oic w/ TCSR exci	LIS Trunk	Party	N/A	0	840	0.01%	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	LIS Trunk	Party	N/A	48	1	48.00%	0.00%	3,691	16	230.69	390.46	-1.263209
March 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Party	N/A	1	1	100.00%	0.00%	7	16	43.75%	48.61%	1.261001
March 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Aries	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 Aries	Unbundled Loop - DS1 Capable	Party	N/A	5	5	100.00%	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Aries	Unbundled Loop Analog	Party	N/A	4	15	26.67%	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Aries	Unbundled Loop Analog	Party	N/A	160	15	10.67	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Party	N/A	5	5	100.00%	0.00%	5	5	100.00%	0.00%	0.00%
March 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Party	N/A	14	15	93.33%	24.94%	67	70	95.71%	20.25%	-1.072043
March 2018	Ordering and Provisioning	OP-5C	Number Portability Timeliness without Loop Coord	LNP	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	6890.25	19,455	0.35	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16426.24	12,633	1.28	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23225.49	19,455	1.19	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appr. Scheduler)	REQUEST	Diagnostic	N/A	4022.92	4,906	0.82	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appr. Scheduler)	TOTAL	Diagnostic	N/A	4634.58	4,906	0.94	0.00%	0	0	0.00%	0.00%	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	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1346.10	1,282	1.05	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2094.90	1,872	1.12	0.00%	0	0	0.00%	0.00%	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	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7282.70	3,633	1.80	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10454.05	3,731	2.80	0.00%	0	0	0.00%	0.00%	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	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6271.10	5,701	1.10	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14692.44	7,726	1.90	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2538.69	1,099	2.31	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	845.15	1,173	0.55	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3183.84	1,099	2.90	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	4154.22	6,594	0.63	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	6950.20	13,400	0.64	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12749.42	6,594	1.93	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	ACCEPT	Diagnostic	N/A	214.32	1,228	0.19	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	788.40	1,921	0.40	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1241.60	970	1.28	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2224.32	1,921	1.16	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	2384.85	3,669	0.65	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	5397.20	2,624	19.65	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	XML Request/Response	Diagnostic	N/A	56182.05	3,669	15.31	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8235.36	4,902	1.68	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appr. Scheduler XML)	XML Request/Response	Diagnostic	N/A	6400.85	4,541	1.85	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	66387.79	6,823	9.73	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	23861.50	6,395	3.70	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48345.00	3,516	13.75	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4191.21	817	5.13	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	18115.20	5,032	3.60	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3533.90	3,049	1.10	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Connecting Fac Assign XML)	XML Request/Response	Diagnostic	N/A	5788.58	1,873	3.46	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Benchmark	90.00%	130	130	100.00%	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	4	8	50.00%	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	83	109	76.15%	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Benchmark	90.00%	130	130	100.00%	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	4	4	100.00%	0.00%	0	0	0.00%	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%	0.00%
March 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	1415	15	0.57	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	4	4	100.00%	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	82	82	100.00%	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	90.00%	123	123	100.00%	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	4	4	100.00%	0.00%	0	0	0.00%	0.00%	0.00%
March 2018	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	25	25	100.00%	0.00%	0	0	0.00%	0.00%	0.00%

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Result	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Standard Deviation	Modified Z Score	Party Score
March 2018	Pre-Ordering	PO-5B(-C)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	28	28	100.00%							
March 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	3	3	100.00%							
March 2018	Pre-Ordering	PO-5B	Unbundled Loops	Unbundled Loops and Number Portability	Party	N/A	0	11	0.00%			0	1	0.00%	0.00%	
February 2018	Billing	BI-2	Invoices Delivered within 10 Days	ALL	Party 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	130,946	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	Party	N/A	191	191	100.00%			3,078	3,088	99.68%	5.68%	-1,464,754
February 2018	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Diagnostic	N/A	153	153	100.00%							
February 2018	Database Updates	DB-1B	All	LDB	Diagnostic	N/A	3,051,911	3,014,074	1.01							
February 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	2,997	2,997	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	SIA	Diagnostic	N/A	27,360	27,360	100.00%							
February 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	XML	Diagnostic	N/A	37,880	37,880	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-4	System Availability - Repair	RepairGUI	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	Maintenance and Repair	MR-5B	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0	100.00%							
February 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%							
February 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	2	5	40.00%			48.99%	47	48.94%	49.99%	0.593888
February 2018	Maintenance and Repair	MR-5X	Out of Service Cleared w/ 24 hours	Business	Party	N/A	2	2	0.00%			23	23	0.00%	0.00%	-0.639684
February 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	2.38	2.38	0.00%							
February 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	5	5.28	3.32							
February 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Party	N/A	84.53	4	21.13			8313.33	155	60.05	96.46	-1,482,156
February 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	0	1	0.00%							
February 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Party	N/A	1	5	20.00%							
February 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Party	N/A	4	4	0.00%							
February 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Party	N/A	0	0	0.00%			25	165	15.15%	35.86%	-1,5077
February 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Party	N/A	0	12,668	0.00%			0	210	0.00%	0.00%	-0.855093
February 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Party	N/A	0	49	0.00%			118	11,808	0.87%	9.30%	-0,655469
February 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Party	N/A	0	0	0.00%			208	208	0.00%	0.00%	-1,398515
February 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	1	678	0.15%			0	42	0.00%	-1,56892	
February 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Party	N/A	0	0	0.00%			0	42	0.00%	0.00%	-1,853835
February 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Party	N/A	5	524	0.95%			0	214	0.00%	0.00%	-0,442237
February 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Party	N/A	4	4,194	0.10%			169	22,924	0.74%	8.55%	-4,467545
February 2018	Network Performance	NP-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TSSR excl	LIS Trunk	Party	N/A	0	1,536	0.00%							
February 2018	Network Performance	NP-1B	Trunk Blockage to CTL-Q Tandem Ofc w/ TSSR excl	LIS Trunk	Party	N/A	0	840	0.00%							
February 2018	Network Performance	NP-1C	Trunk Blockage to CTL-Q Tandem Ofc w/ TSSR excl	LIS Trunk	Party	N/A	3	1,632	0.17%							
February 2018	Network Performance	NP-1D	Trunk Blockage to CTL-Q Tandem Ofc w/ TSSR excl	LIS Trunk	Party	N/A	0	840	0.00%							
February 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Party	N/A	27	1	27.00%			13,636	20	681.80	1062.52	-0,601417
February 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Party	N/A	1	1	100.00%			9	20	45.00%	49.75%	3,719016
February 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Party	N/A	1	1	100.00%							
February 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	1	1	100.00%							
February 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Party	N/A	3	6	50.00%							
February 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	N/A	15	15	100.00%							
February 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	N/A	4	4	10.50%							
February 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	N/A	84	14	4.57							
February 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Party	N/A	1	1	100.00%			2	2	100.00%	0.00%	
February 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	1	1	100.00%							
February 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Party	N/A	6	6	100.00%							
February 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Party	N/A	12	15	80.00%			50	54	92.59%	26.19%	0,958154
February 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	244	244	100.00%							
February 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6613.00	19,450	0.34							
February 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16679.00	12,830	1.30							
February 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23322.00	19,450	1.20							
February 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	3970.82	4,902	0.81							
February 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4561.18	4,902	0.93							
February 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	729.30	1,970	0.36							
February 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appt. Scheduler)	RESPONSE	Diagnostic	N/A	1354.66	1,278	1.06							
February 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2083.98	1,970	1.11							
February 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	319.52	3,728	0.84							
February 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7273.20	3,628	1.90							
February 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10464.72	3,728	2.79							
February 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7800.23	7,723	1.01							
February 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6515.04	5,817	1.12							
February 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14315.27	7,723	1.85							
February 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2402.40	1,092	2.20							
February 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	631.26	1,186	0.54							
February 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3033.66	1,092	2.78							
February 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	4020.51	6,591	0.61							
February 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8181.69	13,429	0.61							
February 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12212.20	6,591	1.85							
February 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	225.00	1,125	0.20							
February 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	800.52	1,906	0.42							

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Month	Product Category	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	Standard Deviation	Modified Z Score	Parity Score
February 2018	Pre-Ordering	PO-HIMA GUI	Pre-Order Response Times (TN Reservation)	Diagnostic	1234.44	972	1.27							
February 2018	Pre-Ordering	PO-HIMA GUI	TOTAL	Diagnostic	2258.86	1862	1.19							
February 2018	Pre-Ordering	PO-HIMA GUI	REQUEST	Diagnostic	2343.08	1.69	0.64							
February 2018	Pre-Ordering	PO-HIMA GUI	RESPONSE	Diagnostic	53720.19	2.817	19.07							
February 2018	Pre-Ordering	PO-HIMA GUI	TOTAL	Diagnostic	56063.87	3.682	15.31							
February 2018	Pre-Ordering	PO-1/XML	XML Request/Response	Diagnostic	8281.00	4.900	1.69							
February 2018	Pre-Ordering	PO-1/XML	XML Request/Response	Diagnostic	8211.97	4.537	1.81							
February 2018	Pre-Ordering	PO-1/XML	XML Request/Response	Diagnostic	86387.84	6.618	9.74							
February 2018	Pre-Ordering	PO-1/XML	XML Request/Response	Diagnostic	24874.20	6.378	3.90							
February 2018	Pre-Ordering	PO-1/XML	XML Request/Response	Diagnostic	47968.71	3.501	13.71							
February 2018	Pre-Ordering	PO-1/XML	XML Request/Response	Diagnostic	4177.92	816	5.12							
February 2018	Pre-Ordering	PO-1/XML	XML Request/Response	Diagnostic	17633.00	5.038	3.50							
February 2018	Pre-Ordering	PO-1/XML	XML Request/Response	Diagnostic	3345.10	3.041	1.10							
February 2018	Pre-Ordering	PO-1/XML	XML Request/Response	Diagnostic	5750.52	1.682	3.46							
February 2018	Pre-Ordering	PO-2A	LNP	Diagnostic	115	143	80.42%							
February 2018	Pre-Ordering	PO-2A	Resale Aggregate W/O UNEP-POTS	Diagnostic	5	6	83.33%							
February 2018	Pre-Ordering	PO-2A	Unbundled Loop Aggregate	Diagnostic	44	59	74.58%							
February 2018	Pre-Ordering	PO-2B	LNP	Diagnostic	115	115	100.00%							
February 2018	Pre-Ordering	PO-2B	Resale Aggregate W/O UNEP-POTS	Diagnostic	5	6	83.33%							
February 2018	Pre-Ordering	PO-2B	Unbundled Loop Aggregate	Diagnostic	44	44	100.00%							
February 2018	Pre-Ordering	PO-3X	Product Aggregate	Diagnostic	12.01	9	1.20							
February 2018	Pre-Ordering	PO-5A(a)	Resale Aggregate	Benchmark	5	5	100.00%							
February 2018	Pre-Ordering	PO-5A(b)	FOCs on Time for Fully Electronic LSRs	Benchmark	40	40	100.00%							
February 2018	Pre-Ordering	PO-5A(c)	FOCs on Time for Fully Electronic LSRs	Benchmark	110	110	100.00%							
February 2018	Pre-Ordering	PO-5A(d)	FOCs on Time for Fully Electronic LSRs	Benchmark	1	1	100.00%							
February 2018	Pre-Ordering	PO-5B(a)	Unbundled Loop AGG-EELs	Benchmark	14	14	100.00%							
February 2018	Pre-Ordering	PO-5B(b)	Unbundled Loop AGG-EELs	Benchmark	22	22	100.00%							
February 2018	Pre-Ordering	PO-5B(c)	FOCs on Time for Electronic/Manual LSRs	Benchmark	3	3	100.00%							
February 2018	Pre-Ordering	PO-5B(d)	FOCs provided for ASRs requesting US Trunks.	Benchmark	3	3	100.00%							
February 2018	Pre-Ordering	PO-4B	Unbundled Loops and Number Portability	Parity	0	0	0.00%							
January 2018	Billing	B1-2	Invoices Delivered within 10 Days	Parity by Design	148	148	100.00%							
January 2018	Billing	B1-3A	Billing Accuracy - Adjustments for Errors	Diagnostic	125.657	125.657	100.00%							
January 2018	Billing	B1-3B	Billing Accuracy - Adjustments for Errors	Diagnostic	212	212	100.00%							
January 2018	Billing	B1-4A	UNEs and Resale Aggregate	Parity	196	197	99.49%							
January 2018	Billing	B1-4B	Reciprocal Compensation (MOL)	Diagnostic	212	212	100.00%							
January 2018	Database Updates	DB-1B	LDB	Diagnostic	3,365,176	3,322,461	1.01							
January 2018	Database Updates	DB-1C-1	Directory Listing	Diagnostic	783.88	3.539	0.22							
January 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	Diagnostic	30.600	30.600	100.00%							
January 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	Diagnostic	30.600	30.600	100.00%							
January 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	Diagnostic	30.600	30.600	100.00%							
January 2018	Electronic Gateway Availability	GA-3	Electronic Gateway Availability - Repair	Diagnostic	43.200	43.200	100.00%							
January 2018	Electronic Gateway Availability	GA-3	Electronic Gateway Availability - Repair	Diagnostic	42.180	42.180	100.00%							
January 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	Diagnostic	27.960	27.960	100.00%							
January 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	Diagnostic	0	0	0.00%							
January 2018	Maintenance and Repair	MR-5B	All Trunks Cleared w/ 4 Hours-Zone 2	Parity	0	1	0.00%							
January 2018	Maintenance and Repair	MR-5B	All Trunks Cleared w/ 4 Hours-Zone 2	Parity	3	3	66.67%							
January 2018	Maintenance and Repair	MR-5B	All Trunks Cleared w/ 4 Hours-Zone 2	Parity	2	4	75.00%							
January 2018	Maintenance and Repair	MR-5X	Out of Service Cleared w/ 24 Hours	Parity	0	2	0.00%							
January 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Parity	7.27	1	7.27							
January 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Parity	37.45	3	12.35							
January 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Parity	9.03	4	2.16							
January 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Parity	393.42	24	16.24							
January 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Parity	0	1	0.00%							
January 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Parity	0	3	0.00%							
January 2018	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Parity	0	4	0.00%							
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Parity	4	24	16.67%							
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Parity	1	40	2.50%							
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Parity	12.644	0	0.00%							
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Parity	0	49	0.00%							
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Parity	0	201	0.00%							
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Parity	3	681	0.44%							
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Parity	0	162	0.00%							
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Parity	4	520	0.77%							
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Parity	24	4,230	0.57%							
January 2018	Maintenance and Repair	MR-8	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	Parity	0	1,632	0.00%							
January 2018	Maintenance and Repair	MR-8	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	Parity	0	840	0.00%							
January 2018	Maintenance and Repair	MR-8	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	Parity	0	1,632	0.00%							
January 2018	Maintenance and Repair	MR-8	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	Parity	0	840	0.00%							
January 2018	Maintenance and Repair	MR-8	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	Parity	2	840	0.24%							
January 2018	Maintenance and Repair	MR-8	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	Parity	1	1	100.00%							
January 2018	Maintenance and Repair	MR-8	Interval for Pending Orders Delayed Past Due Date	Parity	7	1	7.00%							
January 2018	Maintenance and Repair	MR-8	Interval for Pending Orders Delayed Past Due Date	Parity	1	1	100.00%							
January 2018	Maintenance and Repair	MR-8	Interval for Pending Orders Delayed Past Due Date	Parity	1	1	100.00%							
January 2018	Maintenance and Repair	MR-8	Interval for Pending Orders Delayed Past Due Date	Parity	1	1	100.00%							
January 2018	Maintenance and Repair	MR-8	Interval for Pending Orders Delayed Past Due Date	Parity	1	1	100.00%							
January 2018	Maintenance and Repair	MR-8	Interval for Pending Orders Delayed Past Due Date	Parity	1	1	100.00%							
January 2018	Maintenance and Repair	MR-8	Interval for Pending Orders Delayed Past Due Date	Parity	1	1	100.00%							
January 2018	Maintenance and Repair	MR-8	Interval for Pending Orders Delayed Past Due Date	Parity	1	1	100.00%							
January 2018	Maintenance and Repair	MR-8	Interval for Pending Orders Delayed Past Due Date	Parity	1	1	100.00%							
January 2018	Maintenance and Repair	MR-8	Interval for Pending Orders Delayed Past Due Date	Parity	1	1	100.00%							
January 2018	Maintenance and Repair	MR-8	Interval for Pending Orders Delayed Past Due Date	Parity	1	1	100.00%							
January 2018	Maintenance and Repair	MR-8	Interval for Pending Orders Delayed Past Due Date	Parity	1	1	100.00%							
January 2018	Maintenance and Repair	MR-8	Interval for Pending Orders Delayed Past Due Date	Parity	1	1	100.00%							
January 2018	Maintenance and Repair	MR-8	Interval for Pending Orders Delayed Past Due Date	Parity	1	1	100.00%							
January 2018	Maintenance and Repair	MR-8	Interval for Pending Orders Delayed Past Due Date	Parity	1	1	100.00%							
January 2018	Maintenance and Repair	MR-8	Interval for Pending Orders Delayed Past Due Date	Parity	1	1	100.00%							
January 2018	Maintenance and Repair	MR-8	Interval for Pending Orders Delayed Past Due Date	Parity	1	1	100.00%							
January 2018	Maintenance and Repair	MR-8	Interval for Pending Orders Delayed Past Due Date	Parity	1	1	100.00%							
January 2018	Maintenance and Repair	MR-8	Interval for Pending Orders Delayed Past Due Date	Parity	1	1	100.00%							
January 2018	Maintenance and Repair	MR-8	Interval for Pending Orders Delayed Past Due Date	Parity	1	1	100.00%							
January 2018	Maintenance and Repair	MR-8	Interval for Pending Orders Delayed Past Due Date	Parity	1	1	100.00%							
January 2018	Maintenance and Repair	MR-8	Interval for Pending Orders Delayed Past Due Date	Parity	1	1	100.00%							
January 2018	Maintenance and Repair	MR-8	Interval for Pending Orders Delayed Past Due Date	Parity	1	1	100.00%							
January 2018	Maintenance and Repair	MR-8	Interval for Pending Orders Delayed Past Due Date	Parity	1	1	100.00%							
January 2018	Maintenance and Repair	MR-8	Interval for Pending Orders Delayed Past Due Date	Parity	1	1	100.00%							
January 2018	Maintenance and Repair	MR-8	Interval for Pending Orders Delayed Past Due Date	Parity	1	1	100.00%							
January 2018	Maintenance and Repair	MR-8	Interval for Pending Orders Delayed Past Due Date	Parity	1	1	100.00%							
January 2018	Maintenance and Repair	MR-8	Interval for Pending Orders Delayed Past Due Date	Parity	1	1	100.00%							
January 2018	Maintenance and Repair	MR-8	Interval for Pending Orders Delayed Past Due Date	Parity	1	1	100.00%							
January 2018	Maintenance and Repair	MR-8	Interval for Pending Orders Delayed Past Due Date	Parity										

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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 Deviation	Modified Z Score	Party Score
January 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	3	3	100.00%							
January 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Party	N/A	0	1	0.00%							
January 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	10	14	71.43%							
January 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LIS Trunk	Party	N/A	6	6	100.00%							
January 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	6	2	3.00							
January 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	10	1	10.00%							
January 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	57	11	5.16							
January 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Party	N/A	2	2	100.00%							
January 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	N/A	3	3	100.00%							
January 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Party	N/A	1	1	100.00%							
January 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Party	N/A	14	14	100.00%							
January 2018	Ordering and Provisioning	OP-5C	Number Portability Timeliness without Loop Coord	REQUEST	Benchmark	95.00%	120	120	100.00%							
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	18396.80	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 (Address Validation)	REQUEST	Diagnostic	N/A	4073.64	4.908	0.83							
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appt. Schedule)	TOTAL	Diagnostic	N/A	4700.09	4.908	0.96							
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	694.20	1.780	0.39							
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1281.86	1.198	1.07							
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	1976.06	1.780	1.11							
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	3200.06	3.721	0.86							
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	8963.40	3.813	1.80							
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10663.46	3.721	2.70							
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7764.88	7.686	1.01							
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	8576.60	5.820	1.13							
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	14341.48	7.686	1.87							
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2371.77	1.083	2.19							
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	615.86	1.162	0.53							
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2967.63	1.083	2.76							
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3952.80	6.598	0.80							
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	8055.60	13.058	0.80							
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	12008.40	6.586	1.82							
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	282.20	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	2396.70	1.900	1.21							
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	3303.28	3.659	0.63							
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	53435.25	2.805	19.05							
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	55738.53	3.658	15.25							
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8545.56	4.828	1.77							
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Appt. Schedule XML)	XML Request/Response	Diagnostic	N/A	8290.88	4.539	1.82							
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67087.44	6.602	9.72							
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25444.00	6.361	4.00							
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48308.19	3.493	13.83							
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4110.60	808	5.10							
January 2018	Pre-Ordering	PO-1-HMA GUI	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-HMA GUI	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3636.00	3.030	1.20							
January 2018	Pre-Ordering	PO-1-HMA GUI	Pre-Order Response Times (Connecting Fac. Assign XML)	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	79.35%							
January 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	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-POTS	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 Released 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(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	23	23	100.00%							
January 2018	Pre-Ordering	PO-5B(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	27	27	100.00%							
January 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks	LIS Trunk	Benchmark	85.00%	1	1	100.00%							
January 2018	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Party	N/A	2	5	40.00%	48.99%	0	5	0.00%	0.00%		