

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

Andrew Schriener
State Legislative Affairs Director



March 26, 2019

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

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

Dear Mr. Kahl:

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

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

Sincerely,

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

Andrew Schriener
State Legislative Affairs Director

AS/bardm

Enclosures

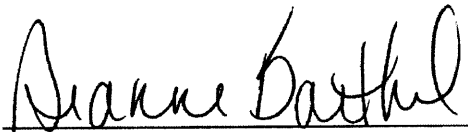
CERTIFICATE OF SERVICE

I hereby certify that on this 26th day of March, 2019, the foregoing Performance Results Report for the months of February 2018 through February 2019 and the Payment Report for the month of January 2019 were served upon the following party:

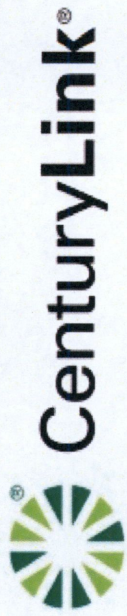
Mr. Steven Kahl
Interim Executive Secretary
North Dakota Public Service Commission
600 East Boulevard Avenue, 12th Floor
Bismarck, ND 58505-0480

and copies sent electronically, addressed to the following:

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



Dianne Barthel



Qwest Corporation (Qwest or CTL-Q) Performance Results

North Dakota February 2018 - February 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.

March 11, 2019

CenturyLink QC Performance Results – Current 271 PID

Feb 2019 PAP Aggregate Performance Report ND.xls

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | Standard Deviation | Modified Z Score | Party Score | |
|---------------|---------------------------------|--------------|--|---------------------------------------|-----------------|-----------|----------------|------------------|-------------|--------------------|-----------------|-------------------|--------------|--------------------|------------------|-------------|-----------|
| February 2019 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Party by Design | N/A | 103 | 100.00% | 103 | 100.00% | | | | | | | |
| February 2019 | Billing | BI-3A | UNES and Resale Aggregate | UNES and Resale Aggregate | Diagnostic | N/A | 99,612 | 100.00% | 99,612 | 100.00% | | | | | | | |
| February 2019 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 285 | 100.00% | 285 | 100.00% | | | | | | | |
| February 2019 | Billing | BI-4A | Billing Accuracy - Adjustments for Errors | UNES and Resale Aggregate | Party | N/A | 157 | 99.36% | 157 | 99.36% | 2,293 | 2,293 | 99.43% | 7.96% | 7.51% | -1.021443 | |
| February 2019 | Billing | BI-4B | Reciprocal Compensation (MOU) | Reciprocal Compensation | Party | N/A | 285 | 100.00% | 285 | 100.00% | | | | | | | |
| February 2019 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 2,103,242 | 100.00% | 2,079,671 | 1.01 | | | | | | | |
| February 2019 | Database Updates | DB-1C-1 | Gateway Availability - LSR | Directory Listing | Diagnostic | N/A | 393,18 | 0.20 | 1,961 | 0.20 | | | | | | | |
| February 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 27,360 | 100.00% | 27,360 | 100.00% | | | | | | | |
| February 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | S/A | Diagnostic | N/A | 27,360 | 100.00% | 27,360 | 100.00% | | | | | | | |
| February 2019 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | XM | Diagnostic | N/A | 27,360 | 100.00% | 27,360 | 100.00% | | | | | | | |
| February 2019 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 38,880 | 100.00% | 38,880 | 100.00% | | | | | | | |
| February 2019 | Electronic Gateway Availability | GA-4 | System Availability - ASR | RepairGUI | Diagnostic | N/A | 37,800 | 100.00% | 37,800 | 100.00% | | | | | | | |
| February 2019 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | EASE | Diagnostic | N/A | 24,720 | 100.00% | 24,720 | 100.00% | | | | | | | |
| February 2019 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | UNBUNDLED LOOP - ADSL COMPATIBLE | Diagnostic | N/A | 1 | 100.00% | 1 | 100.00% | | | | | | | |
| February 2019 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | Unbundled Loop - 2 Wire Non-Loaded | Diagnostic | N/A | 1 | 33.33% | 3 | 50.00% | | | | | | | |
| February 2019 | Maintenance and Repair | MR-5X | All Troubles Cleared w/ 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Party | N/A | 2 | 50.00% | 4 | 50.00% | | | | | | | |
| February 2019 | Maintenance and Repair | MR-5X | Out of Service cleared w/ 24 hours | Business | Party | N/A | 0 | 0.00% | 1 | 0.00% | 23 | 41 | 56.10% | 49.63% | 0.119648 | -0.927256 | |
| February 2019 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | UNBUNDLED LOOP - ADSL COMPATIBLE | Party | N/A | 2,32 | 2.32 | 1 | 0.00% | | | | | | | |
| February 2019 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - 2 Wire Non-Loaded | Party | N/A | 39,07 | 15.18 | 3 | 12.42 | | | | | | | |
| February 2019 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Party | N/A | 26,28 | 6.37 | 4 | 4.40 | | | | | | | |
| February 2019 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Party | N/A | 166,41 | 15 | 11,07 | 17.13 | 3442.08 | 102 | 33.45 | 33.17 | -2.459791 | -2.604839 | |
| February 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Party | N/A | 0 | 56 | 0 | 0.00% | 0 | 167 | 0.00% | 0.97% | -0.721877 | -1.43887 | |
| February 2019 | Maintenance and Repair | MR-8 | Trouble Rate | US Trunk | Party | N/A | 0 | 11,593 | 0 | 0.00% | 1 | 10,656 | 0.01% | 0.64% | 7.84% | -0.437325 | -1.265975 |
| February 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Party | N/A | 0 | 30 | 0 | 0.00% | 73 | 11,464 | 0.00% | 0.00% | | | |
| February 2019 | Maintenance and Repair | MR-8 | Trouble Rate | SUB-LOOP UNBUNDLING | Party | N/A | 0 | 1 | 0 | 0.00% | 0 | 164 | 0.00% | 0.00% | | | |
| February 2019 | Maintenance and Repair | MR-8 | Trouble Rate | UNBUNDLED LOOP - ADSL COMPATIBLE | Party | N/A | 1 | 555 | 0 | 4.24% | 0 | 39 | 0.00% | 0.00% | | | |
| February 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Party | N/A | 3 | 138 | 2.17% | 14.58% | 0 | 39 | 0.00% | 0.00% | | | |
| February 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Party | N/A | 4 | 375 | 1.07% | 10.27% | 0 | 170 | 0.00% | 0.00% | | | |
| February 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Party | N/A | 15 | 3,450 | 0.43% | 6.58% | 115 | 19,803 | 0.58% | 0.00% | | | |
| February 2019 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | US Trunk | Party | N/A | 2 | 6 | 100.00% | 2 | 3 | 3 | 100.00% | 0.00% | 0.00% | | |
| February 2019 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop - ADSL COMPATIBLE | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | | |
| February 2019 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 6.00 | 15 | 5 | 3.00 | | | | | | | | |
| February 2019 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop - ADSL COMPATIBLE | Benchmark | 6.00 | 5 | 1 | 5.00 | | | | | | | | |
| February 2019 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 65 | 65 | 100.00% | | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 3286.28 | 11,838 | 0.28 | | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 7545.61 | 8,278 | 0.91 | | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 10831.89 | 11,838 | 0.92 | | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 799.59 | 1,581 | 0.47 | | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 846.46 | 1,581 | 0.54 | | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 491.52 | 1,204 | 0.41 | | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 97.84 | 1,136 | 0.09 | | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 589.36 | 1,204 | 0.49 | | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 1244.14 | 1,468 | 0.83 | | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 231.60 | 1,298 | 0.18 | | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 1475.74 | 1,468 | 0.99 | | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 3143.75 | 3,560 | 0.88 | | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 9629.75 | 3,560 | 2.71 | | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 434.59 | 448 | 0.97 | | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 142.76 | 448 | 0.32 | | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 577.35 | 448 | 1.29 | | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 1358.89 | 3,452 | 0.39 | | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 2272.86 | 8,666 | 0.33 | | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 3631.75 | 3,452 | 1.05 | | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 25.00 | 225 | 0.10 | | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 251.48 | 490 | 0.51 | | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 298.95 | 225 | 1.28 | | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 561.43 | 490 | 1.15 | | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Loop Qual Tools) | REQUEST | Diagnostic | N/A | 685.11 | 1,064 | 0.41 | | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 1302.71 | 673 | 1.94 | | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Loop Qual Tools) | TOTAL | Diagnostic | N/A | 1987.82 | 1,664 | 1.19 | | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler, XML) | XML Request/Response | Diagnostic | N/A | 1030.17 | 6,523 | 1.60 | | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check, XML) | XML Request/Response | Diagnostic | N/A | 747792.00 | 9,008,908 | 0.83 | | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools, XML) | XML Request/Response | Diagnostic | N/A | 28860.94 | 7,311 | 3.54 | | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry, XML) | XML Request/Response | Diagnostic | N/A | 40074.96 | 4,568 | 8.97 | | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail, XML) | XML Request/Response | Diagnostic | N/A | 3991.25 | 775 | 5.15 | | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation, XML) | XML Request/Response | Diagnostic | N/A | 9368.80 | 3,349 | 2.80 | | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Connecting Fac. Assign, XML) | XML Request/Response | Diagnostic | N/A | 5958.12 | 1,722 | 3.46 | | | | | | | | |

Feb 2019 PAP Aggregate Performance Report ND.xls

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | Standard Deviation | Modified Z Score | Parity Score |
|---------------|---------------------------------|--------------|--|---------------------------------------|------------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------|------------------|--------------|
| February 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 76 | 97 | 78.35% | | | | | | | |
| February 2019 | Pre-Ordering | PO-2A | Resale Aggregate W/O UNE-P-POTS | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 1 | 4 | 25.00% | | | | | | | |
| February 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 30 | 34 | 88.24% | | | | | | | |
| February 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 76 | 77 | 98.70% | | | | | | | |
| February 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 1 | 1 | 100.00% | | | | | | | |
| February 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 30 | 30 | 100.00% | | | | | | | |
| February 2019 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 10,01 | 6 | 11.15 | | | | | | | |
| February 2019 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 1 | 1 | 100.00% | | | | | | | |
| February 2019 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 28 | 28 | 100.00% | | | | | | | |
| February 2019 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 73 | 73 | 100.00% | | | | | | | |
| February 2019 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 2 | 2 | 100.00% | | | | | | | |
| February 2019 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 6 | 6 | 100.00% | | | | | | | |
| February 2019 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 19 | 19 | 100.00% | | | | | | | |
| February 2019 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 5 | 5 | 100.00% | | | | | | | |
| January 2019 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 163 | 163 | 100.00% | | | | | | | |
| January 2019 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 103,147 | 103,147 | 100.00% | | | | | | | |
| January 2019 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 271 | 271 | 100.00% | | | | | | | |
| January 2019 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | 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-1B | All | LOB | Diagnostic | N/A | 2,800,389 | 2,767,908 | 101.01 | | | | | | | |
| January 2019 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 570,91 | 2,761 | 0.21 | | | | | | | |
| January 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| January 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | S/A | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| January 2019 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | XML | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| January 2019 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EFTA | Diagnostic | N/A | 43,200 | 43,200 | 100.00% | | | | | | | |
| January 2019 | Electronic Gateway Availability | GA-4 | System Availability - ASR | Repair GUI | Diagnostic | N/A | 42,160 | 42,160 | 100.00% | | | | | | | |
| January 2019 | Electronic Gateway Availability | GA-7 | Timely Usage Resolution after Software Releases | EASE | Diagnostic | N/A | 27,960 | 27,960 | 100.00% | | | | | | | |
| January 2019 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 1 | 1 | 100.00% | | | | | | | |
| January 2019 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 1 | 100.00% | | | | | | | |
| January 2019 | Maintenance and Repair | MR-5X | Out of Service cleared w/ 24 hours | Business | Parity | N/A | 0 | 2 | 0.00% | | | | | | | |
| January 2019 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 2,59 | 1 | 2.59 | | | | | | | |
| January 2019 | Maintenance and Repair | MR-7E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 26,52 | 3 | 6.52 | | | | | | | |
| January 2019 | Maintenance and Repair | MR-7E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 46,55 | 5 | 6.59 | | | | | | | |
| January 2019 | Maintenance and Repair | MR-7E | Mean Time to Restore Interval Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 274,10 | 29 | 10.33 | | | | | | | |
| January 2019 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 1 | 0.00% | | | | | | | |
| January 2019 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 3 | 0.00% | | | | | | | |
| January 2019 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 5 | 0.00% | | | | | | | |
| January 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 1 | 56 | 1.76% | | | | | | | |
| January 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 0 | 11,617 | 0.00% | | | | | | | |
| January 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 0 | 31 | 0.00% | | | | | | | |
| January 2019 | Maintenance and Repair | MR-8 | Trouble Rate | SUB-LOOP UNBUNDLING | Parity | N/A | 0 | 1 | 0.00% | | | | | | | |
| January 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 566 | 0.54% | | | | | | | |
| January 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 139 | 0.00% | | | | | | | |
| January 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 5 | 387 | 1.29% | | | | | | | |
| January 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 20 | 3,480 | 0.75% | | | | | | | |
| January 2019 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 2 | 1 | 100.00% | | | | | | | |
| January 2019 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop - ADSL COMPATIBLE | Benchmark | 90.00% | 0 | 2 | 0.00% | | | | | | | |
| January 2019 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 7 | 7 | 100.00% | | | | | | | |
| January 2019 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop - ADSL COMPATIBLE | Benchmark | 6.00 | 5 | 1 | 5.00 | | | | | | | |
| January 2019 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 6.00 | 35 | 7 | 5.00 | | | | | | | |
| January 2019 | Ordering and Provisioning | OP-5A | New Service Installation Quality | LIS Trunk | Parity | N/A | 3 | 3 | 100.00% | | | | | | | |
| January 2019 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - ADSL COMPATIBLE | Parity | N/A | 1 | 1 | 100.00% | | | | | | | |
| January 2019 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop Analog | Parity | N/A | 7 | 7 | 100.00% | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | 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 | 22,792.30 | 94,070 | 0.24 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 48,897.53 | 60,100 | 0.81 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 71,488.83 | 94,070 | 0.76 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 7,227.55 | 15,610 | 0.46 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 7,687.83 | 15,610 | 0.50 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 5,222.23 | 12,620 | 0.41 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 706.20 | 9,165 | 0.08 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 5,931.43 | 12,620 | 0.46 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 12,583.39 | 15,325 | 0.82 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 2,342.49 | 12,060 | 0.19 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 14,925.88 | 15,325 | 0.97 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 26811.68 | 30,875 | 0.87 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6,486.00 | 11.15 | 5.640 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 33,297.88 | 30,875 | 1.08 | | | | | | | |

Feb 2019 PAP Aggregate Performance Report ND.xls

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | Standard Deviation | Modified Z Score | Parity Score |
|---------------|---------------------------------|--------------|--|--|------------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------|------------------|--------------|
| January 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 5669.50 | 5.620 | 0.87 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 314.58 | 3.625 | 0.08 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 5984.08 | 5.620 | 1.03 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 10159.15 | 23.940 | 0.42 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 17143.77 | 45.650 | 0.37 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 27302.92 | 23.940 | 1.14 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 183.75 | 1.815 | 0.10 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 3571.83 | 6.900 | 0.51 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 2017.75 | 1.815 | 1.28 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 6307.33 | 6.900 | 0.87 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Loop Qual Tools) | REQUEST | Diagnostic | N/A | 6513.83 | 13.540 | 0.48 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 1302.71 | 180 | 7.24 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-HMA 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 | 10928.18 | 6.523 | 1.66 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler 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 | 7477302.00 | 7.176 | 0.68 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 25890.04 | 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 | 40974.96 | 4.568 | 8.97 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 3901.25 | 775 | 5.15 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 16900.00 | 5.280 | 3.75 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 9368.80 | 3.346 | 2.80 | | | | | | | |
| January 2019 | Pre-Ordering | PO-2A | Pre-Order Response Times (Connecting Fac Assign XML) | XML Request/Response | Diagnostic | N/A | 5958.12 | 1.722 | 3.40 | | | | | | | |
| January 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 59 | 82 | 71.95% | | | | | | | |
| January 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O LINE-P-POTS | Diagnostic | N/A | 6 | 9 | 66.67% | | | | | | | |
| January 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 44 | 57 | 77.16% | | | | | | | |
| January 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 59 | 63 | 93.65% | | | | | | | |
| January 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O LINE-P-POTS | Diagnostic | N/A | 6 | 6 | 100.00% | | | | | | | |
| January 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 44 | 45 | 97.76% | | | | | | | |
| January 2019 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 7.08 | 6 | 1.11 | | | | | | | |
| January 2019 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 5 | 5 | 100.00% | | | | | | | |
| January 2019 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop ASG-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 ASG-EELS | Benchmark | 90.00% | 14 | 14 | 100.00% | | | | | | | |
| January 2019 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 20 | 21 | 95.24% | | | | | | | |
| January 2019 | Pre-Ordering | PO-5C-(a) | 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% | 1 | 1 | 100.00% | | | | | | | |
| January 2019 | Pre-Ordering | PO-5E | Unbundled Loops | Unbundled Loops and Number Portability | Parity | N/A | 0 | 1 | 0.00% | | | | | | | |
| December 2018 | Billing | Bl-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 108 | 108 | 100.00% | | | | | | | |
| December 2018 | Billing | Bl-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 108,000 | 108,000 | 100.00% | | | | | | | |
| December 2018 | Billing | Bl-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 265 | 265 | 100.00% | | | | | | | |
| December 2018 | Billing | Bl-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 227 | 227 | 100.00% | | | | | | | |
| December 2018 | Billing | Bl-4B | Reciprocal Compensation (MOU) | Reciprocal Compensation | Diagnostic | N/A | 265 | 265 | 99.96% | | | | | | | |
| December 2018 | Database Updates | DB-1B | All | LDB | Diagnostic | N/A | 2,268,399 | 2,238,763 | 1.01 | | | | | | | |
| December 2018 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 509.47 | 2,422 | 0.21 | | | | | | | |
| December 2018 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 29,520 | 29,520 | 100.00% | | | | | | | |
| December 2018 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 29,520 | 29,520 | 100.00% | | | | | | | |
| December 2018 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | 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 | 28,880 | 28,880 | 100.00% | | | | | | | |
| December 2018 | Maintenance and Repair | MR-5B | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | 0.00% | | | | | | | |
| December 2018 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | LIS Trunk | Parity | N/A | 0 | 1 | 0.00% | | | | | | | |
| December 2018 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | UNBUNDLED LOOP - ADSL COMPATIBLE | Diagnostic | N/A | 2 | 3 | 66.67% | | | | | | | |
| December 2018 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | Unbundled Loop - 2 Wire Non-Loaded | Diagnostic | N/A | 0 | 1 | 0.00% | | | | | | | |
| December 2018 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 2 | 4 | 50.00% | | | | | | | |
| December 2018 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 7,16 | 1 | 7.16 | | | | | | | |
| December 2018 | Maintenance and Repair | MR-5E | Mean Time to Restore Interval Zone 2 | LIS Trunk | Parity | N/A | 16,23 | 3 | 6.08 | | | | | | | |
| December 2018 | Maintenance and Repair | MR-5E | Mean Time to Restore Interval Zone 2 | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 28,38 | 4 | 3.96 | | | | | | | |
| December 2018 | Maintenance and Repair | MR-5E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 14,25 | 4 | 3.96 | | | | | | | |
| December 2018 | Maintenance and Repair | MR-5E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 158,47 | 27 | 5.48 | | | | | | | |
| December 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | LIS Trunk | Parity | N/A | 0 | 1 | 0.00% | | | | | | | |
| December 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | 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 | Parity | N/A | 0 | 1 | 0.00% | | | | | | | |
| December 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 3 | 4 | 75.00% | | | | | | | |
| December 2018 | Maintenance and Repair | MR-9 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 1 | 27 | 3.70% | | | | | | | |
| December 2018 | Maintenance and Repair | MR-9 | Trouble Rate | LIS Trunk | Parity | N/A | 1 | 11,467 | 0.01% | | | | | | | |
| December 2018 | Maintenance and Repair | MR-9 | Trouble Rate | Residence | Parity | N/A | 0 | 31 | 0.00% | | | | | | | |
| December 2018 | Maintenance and Repair | MR-9 | Trouble Rate | SUB-LOOP UNBUNDLING | Parity | N/A | 0 | 1 | 0.00% | | | | | | | |
| December 2018 | Maintenance and Repair | MR-9 | Trouble Rate | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 3 | 560 | 0.54% | | | | | | | |

Feb 2019 PAP Aggregate Performance Report ND.xls

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | Standard Deviator | Modified Z Score | Parity Score |
|---------------|---------------------------|------------|---|--|------------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|-------------------|------------------|--------------|
| December 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 1 | 141 | 0.71% | 8.39% | 0 | 39 | 0.00% | -0.7835 | -1.476334 | |
| December 2018 | Maintenance and Repair | MR-9 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 4 | 368 | 1.01% | 10.00% | 0 | 172 | 0.00% | 0.721921 | -0.581103 | |
| December 2018 | Maintenance and Repair | MR-3 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 27 | 3,568 | 0.76% | 8.66% | 183 | 20,128 | 0.81% | 8.89% | -0.312874 | |
| December 2018 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl | Trunk Blockage to CTL-Q End Ofc w/ TGSR excl | Parity | N/A | 4 | 1,512 | 0.29% | 0.00% | 0 | 504 | 0.00% | 0.00% | -2.12 | |
| December 2018 | Network Performance | NI-1B | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl | Trunk Blockage to CTL-Q End Ofc w/ TGSR excl | Parity | N/A | 0 | 504 | 0.00% | 0.00% | 0 | 504 | 0.00% | 0.00% | -3 | |
| December 2018 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl | Trunk Blockage to CTL-Q End Ofc w/ TGSR excl | Parity | N/A | 4 | 1,512 | 0.29% | 0.00% | 0 | 504 | 0.00% | 0.00% | 0.00% | |
| December 2018 | Ordering and Provisioning | OP-1D | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 2 | 100,000 | 100.00% | 0.00% | 1 | 1 | 100.00% | 0.00% | 0.00% | |
| December 2018 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | UNBUNDLED LOOP - ADSL COMPATIBLE | Benchmark | 90.00% | 1 | 100,000 | 100.00% | 0.00% | 1 | 1 | 100.00% | 0.00% | 0.00% | |
| December 2018 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | UNBUNDLED LOOP - ADSL COMPATIBLE | Benchmark | 90.00% | 6 | 7 | 85.71% | 0.00% | 8 | 1 | 8.00 | 0.00 | 0.00 | |
| December 2018 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | UNBUNDLED LOOP - ADSL COMPATIBLE | Benchmark | 6.00 | 3 | 1 | 3.00 | 0.00 | 1 | 1 | 100.00% | 0.00% | 0.00% | |
| December 2018 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | UNBUNDLED LOOP - ADSL COMPATIBLE | Benchmark | 6.00 | 33 | 7 | 4.71 | 0.00% | 1 | 1 | 100.00% | 0.00% | 0.00% | |
| December 2018 | Ordering and Provisioning | OP-5A | New Service Installation Quality | LIS Trunk | Parity | N/A | 2 | 100,000 | 100.00% | 0.00% | 1 | 1 | 100.00% | 0.00% | 0.00% | |
| December 2018 | Ordering and Provisioning | OP-5A | New Service Installation Quality | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 1 | 100,000 | 100.00% | 0.00% | 1 | 1 | 100.00% | 0.00% | 0.00% | |
| December 2018 | Ordering and Provisioning | OP-5A | New Service Installation Quality | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 7 | 7 | 100.00% | 0.00% | 82 | 67 | 92.54% | 26.28% | -0.714824 | |
| December 2018 | Ordering and Provisioning | OP-9C | Number Portability Timeliness without Loop Coord | UNBUNDLED LOOP - ADSL COMPATIBLE | Benchmark | 95.00% | 340 | 348 | 100.00% | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 3,288.28 | 11,838 | 0.28 | 0.91 | 8,278 | 0.91 | 0.91 | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 7,545.61 | 8,278 | 0.92 | 0.92 | 11,838 | 0.92 | 0.92 | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 739.59 | 1,581 | 0.47 | 0.54 | 1,581 | 0.47 | 0.54 | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 846.48 | 1,581 | 0.54 | 0.54 | 1,581 | 0.54 | 0.54 | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 491.52 | 1,204 | 0.41 | 0.09 | 1,136 | 0.09 | 0.09 | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 97.84 | 1,136 | 0.09 | 0.09 | 1,136 | 0.09 | 0.09 | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 589.36 | 1,204 | 0.49 | 0.49 | 1,204 | 0.49 | 0.49 | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 124.14 | 1,466 | 0.83 | 0.83 | 1,466 | 0.83 | 0.83 | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 231.60 | 1,466 | 0.16 | 0.16 | 1,466 | 0.16 | 0.16 | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 1,475.74 | 1,468 | 0.99 | 0.99 | 1,468 | 0.99 | 0.99 | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 3143.75 | 3,560 | 0.88 | 0.88 | 3,560 | 0.88 | 0.88 | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | 1.15 | 5,640 | 1.15 | 1.15 | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 9629.75 | 3,560 | 2.71 | 2.71 | 3,560 | 2.71 | 2.71 | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 434.59 | 448 | 0.97 | 0.97 | 448 | 0.97 | 0.97 | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 142.78 | 448 | 0.32 | 0.32 | 448 | 0.32 | 0.32 | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 577.35 | 448 | 1.29 | 1.29 | 448 | 1.29 | 1.29 | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 1358.89 | 3,452 | 0.39 | 0.39 | 3,452 | 0.39 | 0.39 | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 2272.80 | 6,860 | 0.33 | 0.33 | 6,860 | 0.33 | 0.33 | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 3631.75 | 3,452 | 1.05 | 1.05 | 3,452 | 1.05 | 1.05 | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 23.00 | 225 | 0.10 | 0.10 | 225 | 0.10 | 0.10 | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 251.48 | 400 | 0.51 | 0.51 | 400 | 0.51 | 0.51 | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 286.95 | 225 | 1.28 | 1.28 | 225 | 1.28 | 1.28 | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 561.43 | 400 | 1.15 | 1.15 | 400 | 1.15 | 1.15 | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Loop Qual Tools) | REQUEST | Diagnostic | N/A | 885.11 | 1,984 | 0.41 | 0.41 | 1,984 | 0.41 | 0.41 | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 1,302.71 | 673 | 1.94 | 1.94 | 673 | 1.94 | 1.94 | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Loop Qual Tools) | TOTAL | Diagnostic | N/A | 1,887.82 | 1,664 | 1.19 | 1.19 | 1,664 | 1.19 | 1.19 | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 103.17 | 6,523 | 1.98 | 1.98 | 6,523 | 1.98 | 1.98 | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 103.17 | 4,479 | 7.176 | 19.45 | 7,176 | 19.45 | 19.45 | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 7477.392.00 | 7,311 | 3.54 | 3.54 | 7,311 | 3.54 | 3.54 | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 25890.94 | 4,568 | 8.97 | 8.97 | 4,568 | 8.97 | 8.97 | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 40974.98 | 775 | 5.15 | 5.15 | 775 | 5.15 | 5.15 | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 3901.25 | 5,260 | 3.75 | 3.75 | 5,260 | 3.75 | 3.75 | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 9368.80 | 3,346 | 2.80 | 2.80 | 3,346 | 2.80 | 2.80 | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-2A | All Electronic LSRs | XML Request/Response | Diagnostic | N/A | 5958.12 | 1,722 | 3.46 | 3.46 | 1,722 | 3.46 | 3.46 | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-2A | All Electronic LSRs | Reseat Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 3 | 4 | 75.00% | 0.00% | 90 | 77.78% | 77.78% | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 53 | 67 | 79.10% | 0.00% | 67 | 79.10% | 79.10% | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 70 | 72 | 97.22% | 0.00% | 72 | 97.22% | 97.22% | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Reseat Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 3 | 3 | 100.00% | 0.00% | 3 | 100.00% | 100.00% | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-3C | LSRs received via facsimile | Product Aggregate | Diagnostic | N/A | 53 | 53 | 100.00% | 0.00% | 53 | 100.00% | 100.00% | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 92.40 | 1 | 92.40 | 0.00% | 1 | 92.40 | 92.40 | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-5A(a) | FOCs on Time for Fully Electronic LSRs | Reseat Aggregate | Benchmark | 95.00% | 16.50 | 12 | 1.24 | 1.24 | 12 | 1.24 | 1.24 | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-5A(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELS | Benchmark | 95.00% | 52 | 52 | 100.00% | 0.00% | 52 | 100.00% | 100.00% | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-5B(a) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 66 | 66 | 100.00% | 0.00% | 66 | 100.00% | 100.00% | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-5B(b) | FOCs on Time for Electronic/Manual LSRs | Reseat Aggregate | Benchmark | 90.00% | 1 | 1 | 100.00% | 0.00% | 1 | 100.00% | 100.00% | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-5B(c) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELS | Benchmark | 90.00% | 14 | 14 | 100.00% | 0.00% | 14 | 100.00% | 100.00% | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LNP | Benchmark | 85.00% | 17 | 17 | 100.00% | 0.00% | 17 | 100.00% | 100.00% | 0.00% | 0.00% | |
| December 2018 | Pre-Ordering | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 2 | 2 | 100.00% | 0.00% | 2 | 2 | 100.00% | 0.00% | 0.00% | |
| November 2018 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNES and Reseat Aggregate | Diagnostic | N/A | 113 | 113 | 100.00% | 0.00% | 113 | 113 | 100.00% | 0.00% | 0.00% | |
| November 2018 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 108.423 | 108.423 | 100.00% | 0.00% | 279 | 279 | 100.00% | 0.00% | 0.00% | |

Feb 2019 PAP Aggregate Performance Report ND.xls

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Result | CLEC Denominator | CLEC Numerator | CTL-Q Result | CTL-Q Denominator | CTL-Q Numerator | Deviation | Standard Deviation | Modified Z Score | Parity Score |
|---------------|---------------------------------|--------------|---|--|------------------|-----------|-------------|------------------|----------------|--------------|-------------------|-----------------|-----------|--------------------|------------------|--------------|
| November 2018 | Pre-Ordering | FO-1-IMA GUI | Pre-Order Response Times (Loop Qual Tools) | REQUEST | Diagnostic | N/A | 13,340 | 65,138.3 | 0.46 | | | | | | | |
| November 2018 | Pre-Ordering | FO-1-IMA GUI | Pre-Order Response Times (Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 180 | 1302.71 | 7.24 | | | | | | | |
| November 2018 | Pre-Ordering | FO-1-IMA GUI | TOTAL | TOTAL | Diagnostic | N/A | 13,520 | 7816.54 | 0.58 | | | | | | | |
| November 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 6,524 | 10620.17 | 1.68 | | | | | | | |
| November 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 4,470 | 1030.17 | 0.23 | | | | | | | |
| November 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 7,176 | 7477.920.00 | 9.68 | | | | | | | |
| November 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 7,311 | 2590.94 | 3.54 | | | | | | | |
| November 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 4,588 | 40974.96 | 8.97 | | | | | | | |
| November 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 776 | 3694.25 | 5.10 | | | | | | | |
| November 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 6,280 | 19800.00 | 3.75 | | | | | | | |
| November 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 9,968.80 | 3,346 | 2.80 | | | | | | | |
| November 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Connecting Fac. Assign XML) | XML Request/Response | Diagnostic | N/A | 1,724 | 5960.12 | 3.48 | | | | | | | |
| November 2018 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 115 | 67.63% | | | | | | | | |
| November 2018 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 1 | 2 | 50.00% | | | | | | | |
| November 2018 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 67 | 81 | 73.63% | | | | | | | |
| November 2018 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 81 | 96.30% | | | | | | | | |
| November 2018 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 1 | 100.00% | | | | | | | | |
| November 2018 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 67 | 67 | 100.00% | | | | | | | |
| November 2018 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 60.39 | 27 | 2.35 | | | | | | | |
| November 2018 | Pre-Ordering | FO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 65.00% | 1 | 100.00% | | | | | | | | |
| November 2018 | Pre-Ordering | FO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELS | Benchmark | 65.00% | 64 | 64 | 100.00% | | | | | | | |
| November 2018 | Pre-Ordering | FO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 65.00% | 74 | 74 | 100.00% | | | | | | | |
| November 2018 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELS | Benchmark | 90.00% | 27 | 27 | 100.00% | | | | | | | |
| November 2018 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 31 | 32 | 96.88% | | | | | | | |
| November 2018 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 65.00% | 3 | 3 | 100.00% | | | | | | | |
| November 2018 | Pre-Ordering | PO-4B | Unbundled Loops | LIS Trunk | Parity | N/A | 1 | 100.00% | 0 | 0.00% | | | | | | |
| October 2018 | Billing | Bl-2 | Invoices Delivered within 10 Days | Unbundled Loops and Number Portability | Parity by Design | N/A | 131 | 131 | 100.00% | | | | | | | |
| October 2018 | Billing | Bl-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 126,242 | 126,242 | 100.00% | | | | | | | |
| October 2018 | Billing | Bl-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 278 | 278 | 100.00% | | | | | | | |
| October 2018 | Billing | Bl-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 272 | 272 | 100.00% | | | | | | | |
| October 2018 | Billing | Bl-4B | Reciprocal Compensation (MOU) | Reciprocal Compensation | Diagnostic | N/A | 278 | 278 | 99.88% | | | | | | | |
| October 2018 | Database Updates | DB-1B | All | LDB | Diagnostic | N/A | 2,787,146 | 2,750,740 | 1.01 | | | | | | | |
| October 2018 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 515.23 | 3,288 | 0.16 | | | | | | | |
| October 2018 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 30,800 | 30,800 | 100.00% | | | | | | | |
| October 2018 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 30,800 | 30,800 | 100.00% | | | | | | | |
| October 2018 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 43,200 | 43,200 | 100.00% | | | | | | | |
| October 2018 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | Repair GUI | Diagnostic | N/A | 42,180 | 42,180 | 100.00% | | | | | | | |
| October 2018 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EASE | Diagnostic | N/A | 27,960 | 27,960 | 100.00% | | | | | | | |
| October 2018 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | 37.50% | | | | | | | |
| October 2018 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | UNBUNDLED LOOP - ADSL COMPATIBLE | Diagnostic | N/A | 3 | 3 | 100.00% | | | | | | | |
| October 2018 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 0 | 0.00% | | | | | | | |
| October 2018 | Maintenance and Repair | MR-5X | Out of Service Cleared w/ 24 hours | Business | Parity | N/A | 2 | 2 | 50.00% | | | | | | | |
| October 2018 | Maintenance and Repair | MR-6A | Mean Time to Restore-Disp w/ MSA | Residence | Parity | N/A | 161.58 | 1 | 161.58 | | | | | | | |
| October 2018 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 8 | 7.12 | 6.04 | | | | | | | |
| October 2018 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 17.53 | 1 | 17.53 | | | | | | | |
| October 2018 | Maintenance and Repair | MR-7A | Repair Repeat Rpt Rate-Disp w/ MSA | Residence | Parity | N/A | 0 | 0 | 0.00% | | | | | | | |
| October 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 0 | 0 | 0.00% | | | | | | | |
| October 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 1 | 0.00% | | | | | | | |
| October 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 5 | 39 | 12.82% | | | | | | | |
| October 2018 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 60 | 0.00% | | | | | | | |
| October 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 11,640 | 0.00% | | | | | | | |
| October 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 1 | 32 | 3.13% | | | | | | | |
| October 2018 | Maintenance and Repair | MR-8 | Trouble Rate | SUB-LOOP UNBUNDLING | Parity | N/A | 1 | 1 | 0.00% | | | | | | | |
| October 2018 | Maintenance and Repair | MR-8 | Trouble Rate | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 8 | 581 | 1.38% | | | | | | | |
| October 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 150 | 0.00% | | | | | | | |
| October 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 400 | 0.25% | | | | | | | |
| October 2018 | Maintenance and Repair | MR-8A | Repair Appointments Met-Disp w/ MSA | Residence | Parity | N/A | 0 | 3,664 | 1.09% | | | | | | | |
| October 2018 | Maintenance and Repair | NH-1A | Trunk Blockage to CTL-Q End Ofc w/ TGSRR excl | LIS Trunk | Parity | N/A | 1 | 1,580 | 0.08% | | | | | | | |
| October 2018 | Maintenance and Repair | NH-1B | Trunk Blockage to CTL-Q End Ofc w/ TGSRR excl | LIS Trunk | Parity | N/A | 0 | 456 | 0.00% | | | | | | | |
| October 2018 | Maintenance and Repair | NH-1C | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSRR excl | LIS Trunk | Diagnostic | N/A | 1 | 1,360 | 0.08% | | | | | | | |
| October 2018 | Maintenance and Repair | NH-1D | Trunk Blockage to CTL-Q End Ofc w/ TGSRR excl | LIS Trunk | Diagnostic | N/A | 1 | 480 | 0.21% | | | | | | | |
| October 2018 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | Unbundled Loop Analog | Parity | N/A | 1 | 1 | 1.00% | | | | | | | |
| October 2018 | Ordering and Provisioning | OP-15B-RD | Pending Orders Delayed for Facilities | Unbundled Loop Analog | Parity | N/A | 0 | 1 | 0.00% | | | | | | | |
| October 2018 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 90.00% | 1 | 100.00% | | | | | | | | |
| October 2018 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 2 | 2 | 100.00% | | | | | | | |
| October 2018 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | UNBUNDLED LOOP - ADSL COMPATIBLE | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| October 2018 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 6.00% | 6 | 7 | 85.71% | | | | | | | |
| October 2018 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 6.00% | 1 | 1 | 1.00% | | | | | | | |

Feb 2019 PAP Aggregate Performance Report ND.xls

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Result | CTL-Q Denominator | CTL-Q Numerator | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|----------------|---------------------------------|--------------|---|---------------------------------------|------------|-----------|----------------|------------------|-------------|-------------------------|--------------|-------------------|-----------------|--------------------------|------------------|--------------|
| September 2018 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | 0.00% | 0.00% | 50.00% | 2 | 1 | 0.00% | -0.430727 | -1.261864 |
| September 2018 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | LIS Trunk | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | UNBUNDLED LOOP - ADSL COMPATIBLE | Diagnostic | N/A | 1 | 7 | 14.29% | 14.29% | 50.00% | 1 | 2 | 50.00% | -0.565949 | -1.344072 |
| September 2018 | Maintenance and Repair | MR-5X | Out of Service cleared w/ 24 hours | Unbundled Loop - DS1 Capable | Parity | N/A | 2 | 5 | 40.00% | 48.00% | 50.00% | 1 | 2 | 50.00% | -0.565949 | -1.344072 |
| September 2018 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Business | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 34.43% | 61 | 61 | 47.51% | -1.920569 | -2.107623 |
| September 2018 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 5:13 | 0 | 0.00% | 0.00% | 5.36 | 1 | 1 | 0.00% | 0.00% | 0.00% |
| September 2018 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | LIS Trunk | Parity | N/A | 24:16 | 1 | 24.16 | 0.00% | 20:14 | 1 | 1 | 20:14 | 0.00% | 0.00% |
| September 2018 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 126:56 | 7 | 18:34 | 12:50 | 5:36 | 1 | 1 | 5:36 | 0.00% | 0.00% |
| September 2018 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 18:58 | 5 | 3:48 | 3:08 | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 25:13 | 19 | 13:13 | 10:31 | 21:270:37 | 257 | 257 | 82:46 | 0.00% | 0.00% |
| September 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | LIS Trunk | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 1 | 7 | 14.29% | 34.99% | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 5 | 20.00% | 40.00% | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 3 | 19 | 15.79% | 36.46% | 10.54% | 51 | 284 | 17.96% | -0.238368 | -1.144629 |
| September 2018 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 81 | 61 | 1.64% | 0.92% | 12.70% | 2 | 178 | 1.12% | -0.224144 | -1.13627 |
| September 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 1 | 11,918 | 0.01% | 0.02% | 0.01% | 1 | 10,584 | 0.01% | -0.081484 | -1.049520 |
| September 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 0 | 32 | 0.00% | 0.00% | 1.82% | 121:08 | 221 | 13.35% | -0.765372 | -1.487107 |
| September 2018 | Maintenance and Repair | MR-8 | Trouble Rate | SUB-LOOP UNBUNDLING | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 1.14% | 178 | 2 | 10.60% | -0.106908 | -1.064985 |
| September 2018 | Maintenance and Repair | MR-8 | Trouble Rate | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 7 | 611 | 1.15% | 10.64% | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 150 | 0.00% | 0.00% | 0.00% | 0 | 40 | 0.00% | 0.00% | 0.00% |
| September 2018 | Maintenance and Repair | MR-9 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 5 | 415 | 1.20% | 10.61% | 1.10% | 2 | 182 | 1.10% | -0.348729 | -1.212012 |
| September 2018 | Maintenance and Repair | MR-9 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 19 | 3,746 | 0.51% | 7.10% | 1.38% | 284 | 20,828 | 11.57% | -4.140075 | -3.516887 |
| September 2018 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Otc w/ TGSR excl | LIS Trunk | Parity | N/A | 0 | 1,580 | 0.00% | 0.00% | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Otc w/ TGSR excl | LIS Trunk | Parity | N/A | 0 | 480 | 0.00% | 0.00% | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Otc w/ TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 1,580 | 0.00% | 0.00% | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Otc w/ TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 480 | 0.00% | 0.00% | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | N/A | 4 | 4 | 100.00% | 0.00% | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | UNBUNDLED LOOP - ADSL COMPATIBLE | Benchmark | N/A | 4 | 4 | 100.00% | 0.00% | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | N/A | 4 | 4 | 100.00% | 0.00% | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | N/A | 5 | 1 | 5.00 | 6.00 | 0.00 | 1 | 5.00 | 0.00 | 0.00 | 0.00 |
| September 2018 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 6 | 1 | 6.00 | 6.00 | 0.00 | 4 | 3.00 | 0.00 | 0.00 | 0.00 |
| September 2018 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | UNBUNDLED LOOP - ADSL COMPATIBLE | Benchmark | N/A | 12 | 4 | 3.00 | 6.00 | 0.00 | 4 | 5.00 | 0.00 | 0.00 | 0.00 |
| September 2018 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | N/A | 20 | 4 | 5.00 | 6.00 | 0.00 | 4 | 5.00 | 0.00 | 0.00 | 0.00 |
| September 2018 | Ordering and Provisioning | OP-5A | New Service Installation Quality | LIS Trunk | Parity | N/A | 3 | 3 | 100.00% | 0.00% | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop Analog | Parity | N/A | 4 | 4 | 100.00% | 0.00% | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop Analog | Parity | N/A | 4 | 4 | 100.00% | 0.00% | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop Analog | Parity | N/A | 4 | 4 | 100.00% | 0.00% | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | N/A | 832 | 832 | 65.00% | 100.00% | 100.00% | 81 | 83 | 97.56% | -0.30696 | -1.86618 |
| September 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 289.89 | 1,536 | 0.19 | 0.19 | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 306.37 | 720 | 0.43 | 0.43 | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 596.26 | 1,536 | 0.39 | 0.39 | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 287.00 | 2,225 | 0.12 | 0.12 | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 4939.50 | 2,225 | 2.22 | 2.22 | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 144.00 | 1,200 | 0.12 | 0.12 | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 4776.00 | 1,200 | 3.98 | 3.98 | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 4920.00 | 1,200 | 4.10 | 4.10 | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 417.48 | 3,479 | 0.12 | 0.12 | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 32076.86 | 3,479 | 6.22 | 6.22 | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 32494.36 | 3,479 | 6.34 | 6.34 | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 196.77 | 236 | 0.83 | 0.83 | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | 1.15 | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 6682.77 | 236 | 28.32 | 28.32 | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 1578.61 | 1,397 | 1.13 | 1.13 | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 6705.60 | 1,397 | 4.80 | 4.80 | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 8284.21 | 1,397 | 5.93 | 5.93 | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 123.61 | 390 | 0.34 | 0.34 | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 89.62 | 720 | 0.12 | 0.12 | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 213.23 | 390 | 0.59 | 0.59 | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 1535.16 | 2,328 | 0.66 | 0.66 | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 276.12 | 2,328 | 0.12 | 0.12 | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 8536.42 | 2,328 | 3.67 | 3.67 | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 10350.70 | 2,328 | 4.45 | 4.45 | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 67.76 | 180 | 0.38 | 0.38 | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Loop Qual Tools) | REQUEST | Diagnostic | N/A | 1302.71 | 180 | 7.24 | 7.24 | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 1370.47 | 180 | 7.61 | 7.61 | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Loop Qual Tools) | TOTAL | Diagnostic | N/A | 10826.18 | 6,523 | 1.60 | 1.60 | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| September 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 1039.17 | 4,476 | 0.23 | 0.23 | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% |
| | | | | | | | | | | | | | | | | |

Feb 2019 PAP Aggregate Performance Report ND.xls

| Month | PID Category | PID | PID Title | Product Category | Standard | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|----------------|---------------------------------|--------------|--|---------------------------------------|------------------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| September 2018 | Pre-Ordering | PO-1-XM | Pre-Order Response Times Loop Qual Tools XML | XML Request/Response | Diagnostic | 4,588 | 8,97 | 9.97 | | | | | | | |
| September 2018 | Pre-Ordering | PO-1-XM | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | 3,901.25 | 775 | 5.15 | | | | | | | |
| September 2018 | Pre-Ordering | PO-1-XM | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | 18,900.00 | 5,280 | 3.75 | | | | | | | |
| September 2018 | Pre-Ordering | PO-1-XM | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | 9,968.80 | 3,348 | 2.80 | | | | | | | |
| September 2018 | Pre-Ordering | PO-1-XM | Pre-Order Response Times(Connecting Fac Assign XML, XML Request/Response | XML Request/Response | Diagnostic | 5,958.12 | 1,722 | 3.46 | | | | | | | |
| September 2018 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | 97 | 132 | 73.48% | | | | | | | |
| September 2018 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-PTS | Diagnostic | 5 | 7 | 71.43% | | | | | | | |
| September 2018 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | 54 | 66 | 81.82% | | | | | | | |
| September 2018 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | 97 | 100 | 97.00% | | | | | | | |
| September 2018 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-PTS | Diagnostic | 5 | 5 | 100.00% | | | | | | | |
| September 2018 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | 54 | 56 | 96.43% | | | | | | | |
| September 2018 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | 410.17 | 78 | 5.16 | | | | | | | |
| September 2018 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 5 | 5 | 100.00% | | | | | | | |
| September 2018 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELS | Benchmark | 51 | 51 | 100.00% | | | | | | | |
| September 2018 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 93 | 93 | 100.00% | | | | | | | |
| September 2018 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 2 | 2 | 100.00% | | | | | | | |
| September 2018 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELS | Benchmark | 63 | 63 | 100.00% | | | | | | | |
| September 2018 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 34 | 34 | 100.00% | | | | | | | |
| September 2018 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 3 | 3 | 100.00% | | | | | | | |
| August 2018 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | 135 | 135 | 100.00% | | | | | | | |
| August 2018 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | 117,103 | 117,103 | 100.00% | | | | | | | |
| August 2018 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | 344 | 344 | 100.00% | | | | | | | |
| August 2018 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | 175 | 175 | 100.00% | | | | | | | |
| August 2018 | Billing | BI-4B | Reciprocal Compensation (MOU) | Reciprocal Compensation | Diagnostic | 344 | 344 | 100.00% | | | | | | | |
| August 2018 | Database Updates | DB-1B | All | LOB | Diagnostic | 3,791,558 | 3,798,624 | 1.01 | | | | | | | |
| August 2018 | Database Updates | DB-1C-1 | All | IMAGUI | Diagnostic | 555.47 | 3,027 | 0.18 | | | | | | | |
| August 2018 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| August 2018 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | 30,600 | 30,600 | 100.00% | | | | | | | |
| August 2018 | Electronic Gateway Availability | GA-2 | Gateway Availability - LSR | XML | Diagnostic | 30,600 | 30,600 | 100.00% | | | | | | | |
| August 2018 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EFTA | Diagnostic | 43,200 | 43,200 | 100.00% | | | | | | | |
| August 2018 | Electronic Gateway Availability | GA-4 | Gateway Availability - Repair | RepairGUI | Diagnostic | 42,160 | 42,160 | 100.00% | | | | | | | |
| August 2018 | Electronic Gateway Availability | GA-7 | System Availability - ASR | EASE | Diagnostic | 27,960 | 27,960 | 100.00% | | | | | | | |
| August 2018 | Maintenance and Repair | MR-5B | Timely Outage Resolution after Software Releases | All | Diagnostic | 0 | 0 | 100.00% | | | | | | | |
| August 2018 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | 2 | 2 | 100.00% | | | | | | | |
| August 2018 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | UNBUNDLED LOOP - ADSL COMPATIBLE | Diagnostic | 3 | 7 | 42.86% | | | | | | | |
| August 2018 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | Unbundled Loop - 2 Wire Non-Loaded | Diagnostic | 1 | 2 | 50.00% | | | | | | | |
| August 2018 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | 1 | 4 | 25.00% | | | | | | | |
| August 2018 | Maintenance and Repair | MR-5X | Out of Service cleared w/ 24 hours | Business | Parity | 2 | 2 | 100.00% | | | | | | | |
| August 2018 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | 5.02 | 2.31 | 0.18 | | | | | | | |
| August 2018 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | 28.49 | 7 | 4.07 | | | | | | | |
| August 2018 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - 2 Wire Non-Loaded | Parity | 9.04 | 4.32 | 2.23 | | | | | | | |
| August 2018 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | 72.18 | 4 | 18.05 | | | | | | | |
| August 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | 777.46 | 31 | 25.05 | | | | | | | |
| August 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | 0 | 2 | 0.00% | | | | | | | |
| August 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - 2 Wire Non-Loaded | Parity | 0 | 7 | 0.00% | | | | | | | |
| August 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | 0 | 4 | 0.00% | | | | | | | |
| August 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | 1 | 31 | 3.23% | | | | | | | |
| August 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | 2 | 48 | 4.35% | | | | | | | |
| August 2018 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | 0 | 11,504 | 0.00% | | | | | | | |
| August 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | 0 | 33 | 0.00% | | | | | | | |
| August 2018 | Maintenance and Repair | MR-8 | Trouble Rate | SUB-LOOP UNBUNDLING | Parity | 0 | 840 | 0.00% | | | | | | | |
| August 2018 | Maintenance and Repair | MR-8 | Trouble Rate | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | 7 | 617 | 1.13% | | | | | | | |
| August 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | 2 | 153 | 1.31% | | | | | | | |
| August 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | 4 | 463 | 0.86% | | | | | | | |
| August 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | 31 | 3,768 | 0.82% | | | | | | | |
| August 2018 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem O/c w/ TGSR excl | LIS Trunk | Parity | 0 | 1,860 | 0.00% | | | | | | | |
| August 2018 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End O/c w/ TGSR excl | LIS Trunk | Parity | 0 | 840 | 0.00% | | | | | | | |
| August 2018 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem O/c w/ TGSR excl | LIS Trunk | Diagnostic | 0 | 1,560 | 0.00% | | | | | | | |
| August 2018 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End O/c w/ TGSR excl | LIS Trunk | Diagnostic | 0 | 840 | 0.00% | | | | | | | |
| August 2018 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 1 | 1 | 100.00% | | | | | | | |
| August 2018 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LIS Trunk | Parity | 2 | 2 | 100.00% | | | | | | | |
| August 2018 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | UNBUNDLED LOOP - ADSL COMPATIBLE | Benchmark | 5 | 7 | 71.43% | | | | | | | |
| August 2018 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 7 | 8 | 87.50% | | | | | | | |
| August 2018 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | UNBUNDLED LOOP - ADSL COMPATIBLE | Benchmark | 24 | 7 | 3.43 | | | | | | | |
| August 2018 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 6 | 1 | 6.00 | | | | | | | |
| August 2018 | Ordering and Provisioning | OP-5A | New Service Installation Quality | LIS Trunk | Parity | 2 | 2 | 100.00% | | | | | | | |
| August 2018 | Ordering and Provisioning | OP-5A | New Service Installation Quality | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | 7 | 7 | 100.00% | | | | | | | |
| August 2018 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop Analog | Parity | 8 | 8 | 87.50% | | | | | | | |
| August 2018 | Ordering and Provisioning | OP-5A | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95 | 95 | 100.00% | | | | | | | |
| August 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | 3,286.28 | 11,638 | 0.28 | | | | | | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|-------------|---------------------------------|------------|--|--|------------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| August 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 7545.61 | 9.278 | 0.91 | | | | | | | |
| August 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 10831.89 | 11.838 | 0.92 | | | | | | | |
| August 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 739.59 | 1.581 | 0.47 | | | | | | | |
| August 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 846.48 | 1.581 | 0.54 | | | | | | | |
| August 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 491.52 | 1.204 | 0.41 | | | | | | | |
| August 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 97.84 | 1.136 | 0.09 | | | | | | | |
| August 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 596.36 | 1.204 | 0.49 | | | | | | | |
| August 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 1244.14 | 1.488 | 0.83 | | | | | | | |
| August 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 231.00 | 1.469 | 0.16 | | | | | | | |
| August 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 1475.74 | 1.498 | 0.99 | | | | | | | |
| August 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 3143.75 | 3.590 | 0.88 | | | | | | | |
| August 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6468.00 | 5.640 | 1.15 | | | | | | | |
| August 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 9629.75 | 3.590 | 2.71 | | | | | | | |
| August 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 434.59 | 4.48 | 0.97 | | | | | | | |
| August 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 142.76 | 4.48 | 0.32 | | | | | | | |
| August 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 577.35 | 4.48 | 0.39 | | | | | | | |
| August 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 1358.89 | 3.452 | 0.39 | | | | | | | |
| August 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 2272.86 | 6.895 | 0.33 | | | | | | | |
| August 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 3631.75 | 3.452 | 1.05 | | | | | | | |
| August 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 23.00 | 2.25 | 0.10 | | | | | | | |
| August 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 251.48 | 4.80 | 0.51 | | | | | | | |
| August 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 286.95 | 2.25 | 1.28 | | | | | | | |
| August 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 561.43 | 4.80 | 1.15 | | | | | | | |
| August 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Loop Qual Tools) | REQUEST | Diagnostic | N/A | 685.11 | 1.664 | 0.41 | | | | | | | |
| August 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 38560.40 | 1.660 | 19.65 | | | | | | | |
| August 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Loop Qual Tools) | TOTAL | Diagnostic | N/A | 39245.51 | 1.664 | 23.59 | | | | | | | |
| August 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 1028.18 | 6.523 | 1.66 | | | | | | | |
| August 2018 | Pre-Ordering | PO-HMA 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-HMA GUI | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 7477392.00 | 7.176 | 19.45 | | | | | | | |
| August 2018 | Pre-Ordering | PO-HMA 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-HMA GUI | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 40974.96 | 4.589 | 8.97 | | | | | | | |
| August 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 3661.25 | 7.75 | 5.15 | | | | | | | |
| August 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 19800.00 | 5.280 | 3.75 | | | | | | | |
| August 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 9368.80 | 3.346 | 2.80 | | | | | | | |
| August 2018 | Pre-Ordering | PO-HMA 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-POTS | Diagnostic | N/A | 2 | 3 | 66.67% | | | | | | | |
| August 2018 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 63 | 92 | 68.46% | | | | | | | |
| August 2018 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 121 | 126 | 96.03% | | | | | | | |
| August 2018 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-POTS | Diagnostic | N/A | 2 | 2 | 100.00% | | | | | | | |
| August 2018 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 63 | 63 | 100.00% | | | | | | | |
| August 2018 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 229.49 | 60 | 3.50 | | | | | | | |
| August 2018 | Pre-Ordering | PO-5A(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | N/A | 2 | 2 | 100.00% | | | | | | | |
| August 2018 | Pre-Ordering | PO-5A(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELS | Benchmark | N/A | 55 | 55 | 100.00% | | | | | | | |
| August 2018 | Pre-Ordering | PO-5A(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | N/A | 112 | 112 | 100.00% | | | | | | | |
| August 2018 | Pre-Ordering | PO-5B(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | N/A | 1 | 1 | 100.00% | | | | | | | |
| August 2018 | Pre-Ordering | PO-5B(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELS | Benchmark | N/A | 43 | 43 | 100.00% | | | | | | | |
| August 2018 | Pre-Ordering | PO-5B(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | N/A | 41 | 41 | 100.00% | | | | | | | |
| August 2018 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LUS Trunks | LUS Trunk | Benchmark | N/A | 3 | 3 | 100.00% | | | | | | | |
| August 2018 | Pre-Ordering | PO-6B | Unbundled Loops | Unbundled Loops and Number Portability | Parity | N/A | 0 | 3 | 0.00% | | | | | | | |
| July 2018 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 118 | 118 | 100.00% | | | | | | | |
| July 2018 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 122.445 | 122.445 | 100.00% | | | | | | | |
| July 2018 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Residential Compensation | Diagnostic | N/A | 308 | 308 | 100.00% | | | | | | | |
| July 2018 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 232 | 232 | 100.00% | | | | | | | |
| July 2018 | Billing | BI-4B | Residential Compensation (MOU) | Residential Compensation | Diagnostic | N/A | 308 | 308 | 100.00% | | | | | | | |
| July 2018 | Database Updates | DB-1B | All | LDB | Diagnostic | N/A | 4,960,887 | 4,670,943 | 1.06 | | | | | | | |
| July 2018 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 661.77 | 3.458 | 0.19 | | | | | | | |
| July 2018 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 30,000 | 30,000 | 100.00% | | | | | | | |
| July 2018 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 30,000 | 30,000 | 100.00% | | | | | | | |
| July 2018 | Electronic Gateway Availability | GA-2 | Gateway Availability - LSR | XML | Diagnostic | N/A | 30,000 | 30,000 | 100.00% | | | | | | | |
| July 2018 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EFTA | Diagnostic | N/A | 42,000 | 42,000 | 100.00% | | | | | | | |
| July 2018 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | Repeat GUI | Diagnostic | N/A | 41,820 | 41,820 | 100.00% | | | | | | | |
| July 2018 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EASE | Diagnostic | N/A | 26,880 | 26,880 | 100.00% | | | | | | | |
| July 2018 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | 0.00% | | | | | | | |
| July 2018 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 1 | 1 | 100.00% | | | | | | | |
| July 2018 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | LUS Trunk | Parity | N/A | 0 | 0 | 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 | 1 | 100.00% | | | | | | | |
| July 2018 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 5 | 6 | 83.33% | | | | | | | |
| July 2018 | Maintenance and Repair | MR-5B | Out of Service cleared w/ 4 Hours | Business | Parity | N/A | 1 | 2 | 50.00% | | | | | | | |
| July 2018 | Maintenance and Repair | MR-5E | Mean Time to Restore Interval Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 1:40 | 1 | 1:46 | | | | | | | |

Feb 2019 PAP Aggregate Performance Report ND.xls

| Month | PID Category | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | Standard Deviator | Modified Z Score | Party Score |
|-----------|---------------------------|---|---------------------------------------|------------|-----------|----------------|------------------|-------------|--------------------|-----------------|-------------------|--------------|-------------------|------------------|-------------|
| July 2018 | Maintenance and Repair | Mean Time to Restore Interval Zone 2 | LSIS Trunk | Parity | N/A | 51:30 | 1 | 51:39 | 0.00 | | | | | | |
| July 2018 | Maintenance and Repair | Mean Time to Restore Interval Zone 2 | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 152:53 | 7 | 21:50 | 34:22 | | | | | | |
| July 2018 | Maintenance and Repair | Mean Time to Restore Interval Zone 2 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 1:58 | 1 | 1:58 | 0:00 | | | | | | |
| July 2018 | Maintenance and Repair | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 18:26 | 0 | 3:04 | 1:21 | 32:08 | 3 | 10:43 | 8:26 | -1.281006 | -1.779343 |
| July 2018 | Maintenance and Repair | Mean Time to Restore Interval Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 402:06 | 20 | 20:00 | 23:25 | 24808:51 | 376 | 66:13 | 64:27 | -3.117765 | -2.895466 |
| July 2018 | Maintenance and Repair | Repair Repeat Report Rate-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 1 | 0:00% | 0:00% | 0 | 0 | 0:00% | 0:00% | | |
| July 2018 | Maintenance and Repair | Repair Repeat Report Rate-Zone 2 | LSIS Trunk | Parity | N/A | 0 | 1 | 0:00% | 0:00% | | | | | | |
| July 2018 | Maintenance and Repair | Repair Repeat Report Rate-Zone 2 | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 0 | 7 | 0:00% | 0:00% | | | | | | |
| July 2018 | Maintenance and Repair | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 1 | 0:00% | 0:00% | | | | | | |
| July 2018 | Maintenance and Repair | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 3 | 6 | 50:00% | 50:00% | 0 | 424 | 10:27% | 36:91% | -0.742761 | -1.451597 |
| July 2018 | Maintenance and Repair | Repair Repeat Report Rate-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 2 | 20 | 10:00% | 30:00% | 0 | 424 | 10:27% | 36:91% | -0.742761 | -1.451597 |
| July 2018 | Maintenance and Repair | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 1 | 41 | 2:44% | 15:43% | 3 | 109 | 1:51% | 12:19% | -0.074703 | -1.045416 |
| July 2018 | Maintenance and Repair | Trouble Rate | LSIS Trunk | Parity | N/A | 1 | 12:16 | 0:01% | 0:91% | 0 | 11,088 | 0:00% | 15:40% | -0.052767 | -1.550687 |
| July 2018 | Maintenance and Repair | Trouble Rate | Residence | Parity | N/A | 0 | 33 | 0:00% | 0:00% | 365 | 12,541 | 2:43% | 10:02% | -0.101018 | -1.081415 |
| July 2018 | Maintenance and Repair | Trouble Rate | SUB-LOOP UNBUNDLING | Parity | N/A | 0 | 1 | 0:00% | 0:00% | 2 | 167 | 1:02% | 10:02% | -0.391597 | -1.231994 |
| July 2018 | Maintenance and Repair | Trouble Rate | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 7 | 630 | 1:11% | 10:46% | 0 | 40 | 0:00% | 0:00% | -0.836037 | -1.509649 |
| July 2018 | Maintenance and Repair | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 1 | 159 | 0:63% | 7:91% | 0 | 40 | 0:00% | 0:00% | -0.836037 | -1.509649 |
| July 2018 | Maintenance and Repair | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 6 | 487 | 1:28% | 11:20% | 3 | 203 | 1:48% | 12:07% | -0.190295 | -1.159991 |
| July 2018 | Maintenance and Repair | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 20 | 3,876 | 0:62% | 7:19% | 424 | 21,530 | 1:97% | 13:80% | -5.994789 | -4.644573 |
| July 2018 | Maintenance and Repair | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 0 | 1,512 | 0:00% | 0:00% | | | | | | |
| July 2018 | Network Performance | Trunk Blockage to CTL-Q Tandem O/c w/ TGSR excl | LSIS Trunk | Parity | N/A | 0 | 1 | 0:00% | 0:00% | | | | | | |
| July 2018 | Network Performance | Trunk Blockage to CTL-Q End O/c w/ TGSR excl | LSIS Trunk | Parity | N/A | 0 | 816 | 0:00% | 0:00% | | | | | | |
| July 2018 | Network Performance | Trunk Blockage to CTL-Q Tandem O/c w/ TGSR excl | LSIS Trunk | Diagnostic | N/A | 1 | 1,536 | 0:09% | 10:46% | | | | | | |
| July 2018 | Network Performance | Trunk Blockage to CTL-Q End O/c w/ TGSR excl | LSIS Trunk | Diagnostic | N/A | 1 | 840 | 0:12% | 7:91% | | | | | | |
| July 2018 | Ordering and Provisioning | Interval Zone 2 Areas | UNBUNDLED LOOP - ADSL COMPATIBLE | Benchmark | 90:00% | 4 | 4 | 100:00% | 100:00% | | | | | | |
| July 2018 | Ordering and Provisioning | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 90:00% | 15 | 18 | 83:33% | 83:33% | | | | | | |
| July 2018 | Ordering and Provisioning | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 6:00 | 12 | 4 | 3:00 | 0:00% | | | | | | |
| July 2018 | Ordering and Provisioning | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 6:00 | 62 | 15 | 4:13 | 0:00% | | | | | | |
| July 2018 | Ordering and Provisioning | New Service Installation Quality | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 4 | 4 | 100:00% | 100:00% | | | | | | |
| July 2018 | Ordering and Provisioning | New Service Installation Quality | Unbundled Loop Analog | Parity | N/A | 17 | 18 | 94:44% | 94:44% | | | | | | |
| July 2018 | Ordering and Provisioning | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95:00% | 144 | 144 | 100:00% | 100:00% | | | | | | |
| July 2018 | Pre-Ordering | PO-HMA GUI Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 6428:73 | 19:481 | 0:33 | 0:33 | | | | | | |
| July 2018 | Pre-Ordering | PO-HMA GUI Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 16785:60 | 12:612 | 1:30 | 1:30 | | | | | | |
| July 2018 | Pre-Ordering | PO-HMA GUI Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 23214:33 | 19:481 | 1:19 | 1:19 | | | | | | |
| July 2018 | Pre-Ordering | PO-HMA GUI Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 4091:07 | 4:929 | 0:83 | 0:83 | | | | | | |
| July 2018 | Pre-Ordering | PO-HMA GUI Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 4834:07 | 4:929 | 0:84 | 0:84 | | | | | | |
| July 2018 | Pre-Ordering | PO-HMA GUI Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 927:57 | 1:893 | 0:49 | 0:49 | | | | | | |
| July 2018 | Pre-Ordering | PO-HMA GUI Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 1439:84 | 1:388 | 1:03 | 1:03 | | | | | | |
| July 2018 | Pre-Ordering | PO-HMA GUI Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 2367:51 | 1:893 | 1:25 | 1:25 | | | | | | |
| July 2018 | Pre-Ordering | PO-HMA GUI Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 3075:62 | 3:751 | 0:82 | 0:82 | | | | | | |
| July 2018 | Pre-Ordering | PO-HMA GUI Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 5408:80 | 3:862 | 1:40 | 1:40 | | | | | | |
| July 2018 | Pre-Ordering | PO-HMA GUI Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 8482:42 | 3:751 | 2:26 | 2:26 | | | | | | |
| July 2018 | Pre-Ordering | PO-HMA GUI Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 8376:72 | 7:759 | 1:08 | 1:08 | | | | | | |
| July 2018 | Pre-Ordering | PO-HMA GUI Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6597:55 | 5:737 | 1:15 | 1:15 | | | | | | |
| July 2018 | Pre-Ordering | PO-HMA GUI Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 14973:27 | 7:759 | 1:93 | 1:93 | | | | | | |
| July 2018 | Pre-Ordering | PO-HMA GUI Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 2640:37 | 1:153 | 2:29 | 2:29 | | | | | | |
| July 2018 | Pre-Ordering | PO-HMA GUI Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 658:35 | 1:197 | 0:55 | 0:55 | | | | | | |
| July 2018 | Pre-Ordering | PO-HMA GUI Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 3298:72 | 1:153 | 2:86 | 2:86 | | | | | | |
| July 2018 | Pre-Ordering | PO-HMA GUI Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 4044:30 | 6:630 | 0:61 | 0:61 | | | | | | |
| July 2018 | Pre-Ordering | PO-HMA GUI Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 8474:76 | 13:452 | 0:63 | 0:63 | | | | | | |
| July 2018 | Pre-Ordering | PO-HMA GUI Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 12519:06 | 6:630 | 1:89 | 1:89 | | | | | | |
| July 2018 | Pre-Ordering | PO-HMA GUI Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 142:32 | 1:186 | 0:12 | 0:12 | | | | | | |
| July 2018 | Pre-Ordering | PO-HMA GUI Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 862:86 | 1:041 | 0:46 | 0:46 | | | | | | |
| July 2018 | Pre-Ordering | PO-HMA GUI Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 1196:25 | 975 | 1:23 | 1:23 | | | | | | |
| July 2018 | Pre-Ordering | PO-HMA GUI Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 2234:43 | 1:941 | 1:15 | 1:15 | | | | | | |
| July 2018 | Pre-Ordering | PO-HMA GUI Pre-Order Response Times (Loop Qual Tools) | REQUEST | Diagnostic | N/A | 5550:51 | 2:917 | 19:03 | 19:03 | | | | | | |
| July 2018 | Pre-Ordering | PO-HMA GUI Pre-Order Response Times (Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 57636:04 | 3:729 | 15:46 | 15:46 | | | | | | |
| July 2018 | Pre-Ordering | PO-HMA GUI Pre-Order Response Times (Loop Qual Tools) | TOTAL | Diagnostic | N/A | 63186:34 | 4:902 | 1:67 | 1:67 | | | | | | |
| July 2018 | Pre-Ordering | PO-HMA GUI Pre-Order Response Times (Address Validation) | XML Request/Response | Diagnostic | N/A | 8974:93 | 4:639 | 1:87 | 1:87 | | | | | | |
| July 2018 | Pre-Ordering | PO-HMA GUI Pre-Order Response Times (Appt. Scheduler) | XML Request/Response | Diagnostic | N/A | 66561:40 | 6:892 | 0:70 | 0:70 | | | | | | |
| July 2018 | Pre-Ordering | PO-HMA GUI Pre-Order Response Times (Facility Check) | XML Request/Response | Diagnostic | N/A | 25030:20 | 6:118 | 3:90 | 3:90 | | | | | | |
| July 2018 | Pre-Ordering | PO-HMA GUI Pre-Order Response Times (Get CSR) | XML Request/Response | Diagnostic | N/A | 48752:54 | 3:590 | 13:60 | 13:60 | | | | | | |
| July 2018 | Pre-Ordering | PO-HMA GUI Pre-Order Response Times (Loop Qual Tools) | XML Request/Response | Diagnostic | N/A | 4265:10 | 634 | 5:15 | 5:15 | | | | | | |
| July 2018 | Pre-Ordering | PO-HMA GUI Pre-Order Response Times (Loop Qual Tools) | XML Request/Response | Diagnostic | N/A | 18669:10 | 5:043 | 3:70 | 3:70 | | | | | | |
| July 2018 | Pre-Ordering | PO-HMA GUI Pre-Order Response Times (TN Reservation) | XML Request/Response | Diagnostic | N/A | 3650:10 | 3:591 | 1:10 | 1:10 | | | | | | |
| July 2018 | Pre-Ordering | PO-HMA GUI Pre-Order Response Times (TN Reservation) | XML Request/Response | Diagnostic | N/A | 5909:04 | 1:698 | 3:48 | 3:48 | | | | | | |
| July 2018 | Pre-Ordering | PO-HMA GUI Pre-Order Response Times (Connecting Fac. Assgn) | LNP | Diagnostic | N/A | 125 | 153 | 81:70% | 81:70% | | | | | | |
| July 2018 | Pre-Ordering | PO-2A All Electronic LSRs | Resete Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 4 | 5 | 80:00% | 80:00% | | | | | | |
| July 2018 | Pre-Ordering | PO-2B All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 48 | 60 | 80:00% | 80:00% | | | | | | |
| July 2018 | Pre-Ordering | PO-2B All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 125 | 127 | 98:43% | 98:43% | | | | | | |
| July 2018 | Pre-Ordering | PO-2B All Flow-through Eligible LSRs | Resete Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 4 | 4 | 100:00% | 100:00% | | | | | | |

Feb 2019 PAP Aggregate Performance Report ND.xls

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|-----------|---------------------------------|-------------|--|--|------------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| July 2018 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 48 | 49 | 97.96% | | | | | | | |
| July 2018 | Pre-Ordering | PO-3C | LSRs received via Facsimile | Product Aggregate | Diagnostic | N/A | 222 | 222 | | | | | | | | |
| July 2018 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 5347 | 16 | 322 | | | | | | | |
| July 2018 | Pre-Ordering | PO-5A(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 4 | 4 | 100.00% | | | | | | | |
| July 2018 | Pre-Ordering | PO-5A(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELS | Benchmark | 95.00% | 45 | 45 | 100.00% | | | | | | | |
| July 2018 | Pre-Ordering | PO-5A(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 119 | 119 | 100.00% | | | | | | | |
| July 2018 | Pre-Ordering | PO-5B(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| July 2018 | Pre-Ordering | PO-5B(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELS | Benchmark | 90.00% | 20 | 20 | 100.00% | | | | | | | |
| July 2018 | Pre-Ordering | PO-5B(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 25 | 25 | 100.00% | | | | | | | |
| July 2018 | Pre-Ordering | PO-5C(a) | FOCs on Time for manual LSRs via Facsimile | LNP | Benchmark | 90.00% | 1 | 1 | 50.00% | | | | | | | |
| July 2018 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting US Trunks | US Trunk | Benchmark | 85.00% | 2 | 2 | 100.00% | | | | | | | |
| July 2018 | Pre-Ordering | PO-6B | Unbundled Loops | Unbundled Loops and Number Portability | Parity | N/A | 0 | 0 | 0.00% | | | | | | | |
| June 2018 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 130 | 130 | 100.00% | | | | | | | |
| June 2018 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 120,051 | 120,051 | 100.00% | | | | | | | |
| June 2018 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 402 | 402 | 100.00% | | | | | | | |
| June 2018 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 222 | 222 | 100.00% | | | | | | | |
| June 2018 | Billing | BI-4B | Reciprocal Compensation (MOU) | Reciprocal Compensation | Diagnostic | N/A | 402 | 402 | 100.00% | | | | | | | |
| June 2018 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 4,242,133 | 4,119,370 | 1.03 | | | | | | | |
| June 2018 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 60,172 | 3,272 | 0.18 | | | | | | | |
| June 2018 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 29,340 | 29,340 | 100.00% | | | | | | | |
| June 2018 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 29,340 | 29,340 | 100.00% | | | | | | | |
| June 2018 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 29,340 | 29,340 | 100.00% | | | | | | | |
| June 2018 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 41,700 | 41,700 | 100.00% | | | | | | | |
| June 2018 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | Repair GUI | Diagnostic | N/A | 40,485 | 40,485 | 100.00% | | | | | | | |
| June 2018 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EASE | Diagnostic | N/A | 26,560 | 26,560 | 100.00% | | | | | | | |
| June 2018 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | 40.00% | | | | | | | |
| June 2018 | Maintenance and Repair | MR-5B | All Troubles Cleared within 4 Hours-Zone 2 | UNBUNDLED LOOP - ADSL COMPATIBLE | Diagnostic | N/A | 2 | 5 | 40.00% | | | | | | | |
| June 2018 | Maintenance and Repair | MR-5B | All Troubles Cleared within 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 2 | 8 | 25.00% | | | | | | | |
| June 2018 | Maintenance and Repair | MR-6B | Mean Time to Restore disp out MSA | Residence | Parity | N/A | 28,38 | 1 | 28,38 | | | | | | | |
| June 2018 | Maintenance and Repair | MR-4E | Mean Time to Restore interval Zone 2 | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 22,55 | 5 | 4.35 | | | | | | | |
| June 2018 | Maintenance and Repair | MR-4E | Mean Time to Restore interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 64,01 | 8 | 8.00 | | | | | | | |
| June 2018 | Maintenance and Repair | MR-6E | Mean Time to Restore interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 274,16 | 37 | 7.25 | | | | | | | |
| June 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Disp out MSA | Residence | Parity | N/A | 0 | 1 | 0.00% | | | | | | | |
| June 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 0 | 5 | 40.00% | | | | | | | |
| June 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 3 | 8 | 37.50% | | | | | | | |
| June 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 1 | 37 | 2.70% | | | | | | | |
| June 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 41 | 0.00% | | | | | | | |
| June 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 0 | 12,212 | 0.00% | | | | | | | |
| June 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 1 | 49 | 2.04% | | | | | | | |
| June 2018 | Maintenance and Repair | MR-8 | Trouble Rate | SUB-LOOP UNBUNDLING | Parity | N/A | 0 | 1 | 0.00% | | | | | | | |
| June 2018 | Maintenance and Repair | MR-8 | Trouble Rate | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 5 | 638 | 0.78% | | | | | | | |
| June 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 180 | 0.00% | | | | | | | |
| June 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 8 | 475 | 1.68% | | | | | | | |
| June 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 37 | 3,919 | 0.94% | | | | | | | |
| June 2018 | Maintenance and Repair | MR-8B | Repair Appointments Met-Disp out MSA | Residence | Parity | N/A | 1 | 1,538 | 0.00% | | | | | | | |
| June 2018 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc. w/ TGSR excl | LS Trunk | Parity | N/A | 0 | 840 | 0.00% | | | | | | | |
| June 2018 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc. w/ TGSR excl | LS Trunk | Diagnostic | N/A | 0 | 1,538 | 0.00% | | | | | | | |
| June 2018 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc. w/ TGSR excl | LS Trunk | Diagnostic | N/A | 0 | 1,538 | 0.00% | | | | | | | |
| June 2018 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc. w/ TGSR excl | LS Trunk | Diagnostic | N/A | 0 | 840 | 0.00% | | | | | | | |
| June 2018 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LS Trunk | Parity | N/A | 2 | 2 | 100.00% | | | | | | | |
| June 2018 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | UNBUNDLED LOOP - ADSL COMPATIBLE | Benchmark | 90.00% | 2 | 2 | 100.00% | | | | | | | |
| June 2018 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 6 | 9 | 66.67% | | | | | | | |
| June 2018 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | UNBUNDLED LOOP - ADSL COMPATIBLE | Benchmark | 6.00 | 2 | 3,000 | 0.02% | | | | | | | |
| June 2018 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 6.00 | 31 | 6 | 5.17 | | | | | | | |
| June 2018 | Ordering and Provisioning | OP-5A | New Service Installation Quality | LS Trunk | Parity | N/A | 2 | 2 | 100.00% | | | | | | | |
| June 2018 | Ordering and Provisioning | OP-5A | New Service Installation Quality | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 1 | 2 | 50.00% | | | | | | | |
| June 2018 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop Analog | Parity | N/A | 9 | 9 | 100.00% | | | | | | | |
| June 2018 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 625 | 627 | 99.69% | | | | | | | |
| June 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 19,471 | 19,471 | 0.34 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 16811.23 | 12,833 | 1.31 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 23431.37 | 19,471 | 1.20 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Apt. Scheduler) | REQUEST | Diagnostic | N/A | 3892.25 | 4,925 | 0.81 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Apt. Scheduler) | TOTAL | Diagnostic | N/A | 4602.44 | 4,925 | 0.93 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 630.51 | 1,899 | 0.49 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 1421.88 | 1,384 | 1.02 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 2352.39 | 1,899 | 1.24 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 3635.07 | 3,747 | 0.81 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 5787.00 | 3,858 | 1.50 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 8222.07 | 3,747 | 2.35 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 8293.57 | 7,751 | 1.07 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6424.32 | 5,736 | 1.12 | | | | | | | |

Feb 2019 PAP Aggregate Performance Report ND.xls

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|-----------|---------------------------------|------------|--|--|------------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| June 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | 7.751 | 14717.89 | 1.90 | 1.90 | | | | | | | |
| June 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | 1.148 | 2028.92 | 2.29 | 2.29 | | | | | | | |
| June 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | 0.54 | 846.92 | 0.54 | 0.54 | | | | | | | |
| June 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | 1.148 | 3275.84 | 1.148 | 1.148 | | | | | | | |
| June 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | 0.61 | 404.25 | 0.61 | 0.61 | | | | | | | |
| June 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | 0.65 | 8798.25 | 13.445 | 0.65 | | | | | | | |
| June 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | 0.625 | 12780.50 | 0.625 | 0.625 | | | | | | | |
| June 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | 0.14 | 163.24 | 0.14 | 0.14 | | | | | | | |
| June 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | 0.43 | 833.77 | 1.939 | 0.43 | | | | | | | |
| June 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | 1.28 | 1244.16 | 0.972 | 1.28 | | | | | | | |
| June 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | 1.16 | 2241.17 | 1.939 | 1.16 | | | | | | | |
| June 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Loop Qual Tools) | REQUEST | Diagnostic | 3.718 | 2082.08 | 3.718 | 0.56 | | | | | | | |
| June 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Loop Qual Tools) | RESPONSE | Diagnostic | 2.807 | 55329.21 | 2.807 | 19.03 | | | | | | | |
| June 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Loop Qual Tools) | TOTAL | Diagnostic | 3.718 | 57402.29 | 3.718 | 15.44 | | | | | | | |
| June 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | 1.66 | 8150.60 | 4.910 | 1.66 | | | | | | | |
| June 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Appr. Scheduler XML) | XML Request/Response | Diagnostic | 1.89 | 8720.46 | 4.614 | 1.89 | | | | | | | |
| June 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | 0.948 | 66592.56 | 0.948 | 0.948 | | | | | | | |
| June 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | 3.80 | 24369.40 | 6.413 | 3.80 | | | | | | | |
| June 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | 3.549 | 48550.32 | 3.549 | 13.68 | | | | | | | |
| June 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | 5.15 | 4253.90 | 826 | 5.15 | | | | | | | |
| June 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | 3.90 | 18126.60 | 5.036 | 3.90 | | | | | | | |
| June 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | 3.597 | 3945.70 | 3.597 | 1.10 | | | | | | | |
| June 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Connecting Fac Asgn XML) | XML Request/Response | Diagnostic | 1.694 | 5878.18 | 1.694 | 3.47 | | | | | | | |
| June 2018 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | 146 | 122 | 146 | 83.56% | | | | | | | |
| June 2018 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | 4 | 3 | 4 | 75.00% | | | | | | | |
| June 2018 | Pre-Ordering | PO-2B | All Flow-Through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | 80 | 68 | 80 | 85.00% | | | | | | | |
| June 2018 | Pre-Ordering | PO-2B | All Flow-Through Eligible LSRs | LNP | Diagnostic | 124 | 122 | 124 | 98.36% | | | | | | | |
| June 2018 | Pre-Ordering | PO-2B | All Flow-Through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | 3 | 3 | 3 | 100.00% | | | | | | | |
| June 2018 | Pre-Ordering | PO-2B | All Flow-Through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | 68 | 68 | 68 | 98.55% | | | | | | | |
| June 2018 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | 17 | 35/26 | 17 | 2.05 | | | | | | | |
| June 2018 | Pre-Ordering | PO-5A(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 3 | 3 | 3 | 100.00% | | | | | | | |
| June 2018 | Pre-Ordering | PO-5A(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELS | Benchmark | 54 | 54 | 54 | 100.00% | | | | | | | |
| June 2018 | Pre-Ordering | PO-5B(a) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 117 | 117 | 117 | 100.00% | | | | | | | |
| June 2018 | Pre-Ordering | PO-5B(b) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 1 | 1 | 1 | 100.00% | | | | | | | |
| June 2018 | Pre-Ordering | PO-5B(c) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELS | Benchmark | 13 | 13 | 13 | 100.00% | | | | | | | |
| June 2018 | Pre-Ordering | PO-5B(d) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 20 | 20 | 20 | 100.00% | | | | | | | |
| June 2018 | Pre-Ordering | PO-5B(e) | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 8 | 8 | 8 | 100.00% | | | | | | | |
| June 2018 | Pre-Ordering | PO-5B | Unbundled Loops | Unbundled Loops and Number Portability | Parity | 1 | 1 | 1 | 25.00% | | | | | | | |
| June 2018 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | 132 | 132 | 132 | 96.25% | | | | | | | |
| June 2018 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | 122.757 | 122.757 | 122.757 | 100.00% | | | | | | | |
| June 2018 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | 485 | 485 | 485 | 100.00% | | | | | | | |
| June 2018 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | 277 | 277 | 277 | 100.00% | | | | | | | |
| June 2018 | Billing | BI-4B | Reciprocal Compensation (MOU) | Reciprocal Compensation | Diagnostic | 485 | 485 | 485 | 100.00% | | | | | | | |
| June 2018 | Database Updates | DB-1C-1 | All | LDB | Diagnostic | 3,228.571 | 3,228.571 | 1.02 | 1.02 | | | | | | | |
| June 2018 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | 3,046 | 3,046 | 0.20 | 0.20 | | | | | | | |
| June 2018 | Database Updates | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | 30,600 | 30,600 | 100.00% | 100.00% | | | | | | | |
| June 2018 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | 30,600 | 30,600 | 100.00% | 100.00% | | | | | | | |
| June 2018 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | 30,600 | 30,600 | 100.00% | 100.00% | | | | | | | |
| June 2018 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | 43,200 | 43,200 | 100.00% | 100.00% | | | | | | | |
| June 2018 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | 42,160 | 42,160 | 100.00% | 100.00% | | | | | | | |
| June 2018 | Electronic Gateway Availability | GA-7 | System Availability - ASR | EASE | Diagnostic | 27,960 | 27,960 | 100.00% | 100.00% | | | | | | | |
| June 2018 | Maintenance and Repair | MR-5B | Timely Outage Resolution after Software Releases | All | Diagnostic | 0 | 0 | 0 | 0.00% | | | | | | | |
| June 2018 | Maintenance and Repair | MR-5B | All Troubles Cleared w/4 Hours-Zone 2 | LIS Trunk | Parity | 1 | 1 | 1 | 25.00% | | | | | | | |
| June 2018 | Maintenance and Repair | MR-5B | All Troubles Cleared w/4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Diagnostic | 25 | 25 | 25 | 100.00% | | | | | | | |
| June 2018 | Maintenance and Repair | MR-5B | All Troubles Cleared w/4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | 4 | 4 | 4 | 100.00% | | | | | | | |
| June 2018 | Maintenance and Repair | MR-5B | Out of Service Cleared w/ 24 hours | Business | Parity | 7 | 7 | 7 | 57.14% | | | | | | | |
| June 2018 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | LIS Trunk | Parity | 173.00 | 173.00 | 2 | 86.30 | | | | | | | |
| June 2018 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | 4 | 4 | 4 | 6.08 | | | | | | | |
| June 2018 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | 8.03 | 8.03 | 2 | 4.01 | | | | | | | |
| June 2018 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | 25 | 25 | 25 | 9.52 | | | | | | | |
| June 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | LIS Trunk | Parity | 0 | 0 | 0 | 0.00% | | | | | | | |
| June 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | 4 | 4 | 4 | 0.00% | | | | | | | |
| June 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | 2 | 2 | 2 | 0.00% | | | | | | | |
| June 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | 2 | 2 | 2 | 8.00% | | | | | | | |
| June 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | 41 | 41 | 41 | 0.00% | | | | | | | |
| June 2018 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | 12,236 | 12,236 | 0 | 1.28% | | | | | | | |
| June 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | 49 | 49 | 49 | 0.02% | | | | | | | |
| June 2018 | Maintenance and Repair | MR-8 | Trouble Rate | SUB-LOOP UNBUNDLING | Parity | 0 | 0 | 0 | 0.00% | | | | | | | |
| June 2018 | Maintenance and Repair | MR-8 | Trouble Rate | UNBUNDLED LOOP - 2 Wire Non-Loaded | Parity | 4 | 4 | 4 | 0.62% | | | | | | | |
| June 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | 166 | 166 | 0 | 0.00% | | | | | | | |
| June 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | 488 | 488 | 2 | 0.41% | | | | | | | |

Feb 2019 PAP Aggregate Performance Report ND.xls

| Month | PID Category | PID | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Party Score |
|------------|---------------------------|--------------|---|------------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|-------------|
| May 2018 | Maintenance and Repair | MR-8 | Unbundled Loop Analog | Parity | N/A | 25 | 3,965 | 0.63% | 7.80% | 330 | 22,009 | 1.50% | 12.15% | -4.160007 | -2.985455 |
| May 2018 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Of: w/ TGSR excl | Parity | N/A | 0 | 1,584 | 0.00% | 0.01% | 0 | 840 | 0.00% | 0.00% | -3.541264 | -3 |
| May 2018 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Of: w/ TGSR excl | Parity | N/A | 0 | 1,584 | 0.00% | 0.00% | 0 | 840 | 0.00% | 0.00% | -3.541264 | -3 |
| May 2018 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Of: w/o TGSR excl | Diagnostic | N/A | 0 | 1,584 | 0.00% | 0.00% | 0 | 840 | 0.00% | 0.00% | -3.541264 | -3 |
| May 2018 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Of: w/o TGSR excl | Diagnostic | N/A | 0 | 1,584 | 0.00% | 0.00% | 0 | 840 | 0.00% | 0.00% | -3.541264 | -3 |
| May 2018 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Parity | N/A | 1 | 100.00% | 100.00% | 0.00% | 1 | 100.00% | 100.00% | 0.00% | 0.00% | 0.00% |
| May 2018 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Benchmark | 90.00% | 1 | 100.00% | 100.00% | 0.00% | 1 | 100.00% | 100.00% | 0.00% | 0.00% | 0.00% |
| May 2018 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Benchmark | 90.00% | 8 | 100.00% | 100.00% | 0.00% | 8 | 100.00% | 100.00% | 0.00% | 0.00% | 0.00% |
| May 2018 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Benchmark | 6.00 | 3 | 3.00 | 50.00% | 3.00 | 3 | 3.00 | 50.00% | 3.00 | 0.00% | 0.00% |
| May 2018 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Benchmark | 6.00 | 30 | 6.00 | 5.00 | 6.00 | 30 | 6.00 | 5.00 | 0.00% | 0.00% | 0.00% |
| May 2018 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Parity | N/A | 1 | 100.00% | 100.00% | 0.00% | 1 | 100.00% | 100.00% | 0.00% | 0.00% | 0.00% |
| May 2018 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Parity | N/A | 1 | 100.00% | 100.00% | 0.00% | 1 | 100.00% | 100.00% | 0.00% | 0.00% | 0.00% |
| May 2018 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Parity | N/A | 7 | 87.50% | 87.50% | 33.07% | 68 | 108 | 92.45% | 26.42% | 0.016822 | -0.989595 |
| May 2018 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | Benchmark | 95.00% | 110 | 110 | 100.00% | 0.35 | 110 | 110 | 100.00% | 0.35 | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Address Validation) | Diagnostic | N/A | 681.70 | 19,482 | 0.35 | 19,482 | 681.70 | 19,482 | 0.35 | 19,482 | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Address Validation) | Diagnostic | N/A | 1,607.00 | 12,630 | 1.30 | 12,630 | 1,607.00 | 12,630 | 1.30 | 12,630 | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Address Validation) | Diagnostic | N/A | 23,400.00 | 19,482 | 1.21 | 19,482 | 23,400.00 | 19,482 | 1.21 | 19,482 | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Appt. Scheduler) | Diagnostic | N/A | 3,834.40 | 4,918 | 0.80 | 4,918 | 3,834.40 | 4,918 | 0.80 | 4,918 | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Appt. Scheduler) | Diagnostic | N/A | 4,618.35 | 4,918 | 0.94 | 4,918 | 4,618.35 | 4,918 | 0.94 | 4,918 | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Facility Assignment) | Diagnostic | N/A | 1,404.91 | 1,391 | 1.01 | 1,391 | 1,404.91 | 1,391 | 1.01 | 1,391 | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Facility Assignment) | Diagnostic | N/A | 2,350.91 | 1,892 | 1.24 | 1,892 | 2,350.91 | 1,892 | 1.24 | 1,892 | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Facility Assignment) | Diagnostic | N/A | 3,068.44 | 3,742 | 0.82 | 3,742 | 3,068.44 | 3,742 | 0.82 | 3,742 | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Facility Check) | Diagnostic | N/A | 6,548.40 | 3,852 | 1.70 | 3,852 | 6,548.40 | 3,852 | 1.70 | 3,852 | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Facility Check) | Diagnostic | N/A | 8,618.84 | 3,742 | 2.57 | 3,742 | 8,618.84 | 3,742 | 2.57 | 3,742 | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Get CSR) | Diagnostic | N/A | 6,903.00 | 7,745 | 1.08 | 7,745 | 6,903.00 | 7,745 | 1.08 | 7,745 | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Get CSR) | Diagnostic | N/A | 14,512.70 | 7,745 | 1.87 | 7,745 | 14,512.70 | 7,745 | 1.87 | 7,745 | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Get CSR) | Diagnostic | N/A | 2,562.34 | 1,142 | 2.27 | 1,142 | 2,562.34 | 1,142 | 2.27 | 1,142 | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Meet Point Inquiry) | Diagnostic | N/A | 621.40 | 1,195 | 0.52 | 1,195 | 621.40 | 1,195 | 0.52 | 1,195 | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Meet Point Inquiry) | Diagnostic | N/A | 3,213.74 | 1,142 | 2.81 | 1,142 | 3,213.74 | 1,142 | 2.81 | 1,142 | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Meet Point Inquiry) | Diagnostic | N/A | 4,105.02 | 6,621 | 0.62 | 6,621 | 4,105.02 | 6,621 | 0.62 | 6,621 | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Service Availability) | Diagnostic | N/A | 8,600.98 | 13,439 | 0.64 | 13,439 | 8,600.98 | 13,439 | 0.64 | 13,439 | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Service Availability) | Diagnostic | N/A | 12,705.88 | 6,621 | 1.92 | 6,621 | 12,705.88 | 6,621 | 1.92 | 6,621 | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (TN Reservation) | Diagnostic | N/A | 174.45 | 1,163 | 0.15 | 1,163 | 174.45 | 1,163 | 0.15 | 1,163 | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (TN Reservation) | Diagnostic | N/A | 1,937 | 1,937 | 0.42 | 1,937 | 1,937 | 1,937 | 0.42 | 1,937 | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (TN Reservation) | Diagnostic | N/A | 1,249.30 | 961 | 1.30 | 961 | 1,249.30 | 961 | 1.30 | 961 | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (TN Reservation) | Diagnostic | N/A | 2,237.29 | 1,937 | 1.16 | 1,937 | 2,237.29 | 1,937 | 1.16 | 1,937 | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Loop Qual Tools) | Diagnostic | N/A | 2,208.60 | 3,681 | 0.60 | 3,681 | 2,208.60 | 3,681 | 0.60 | 3,681 | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Loop Qual Tools) | Diagnostic | N/A | 5,521.05 | 2,803 | 1.92 | 2,803 | 5,521.05 | 2,803 | 1.92 | 2,803 | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Loop Qual Tools) | Diagnostic | N/A | 5,742.86 | 3,681 | 15.60 | 3,681 | 5,742.86 | 3,681 | 15.60 | 3,681 | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | Diagnostic | N/A | 8,142.30 | 4,905 | 1.66 | 4,905 | 8,142.30 | 4,905 | 1.66 | 4,905 | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | Diagnostic | N/A | 8,922.57 | 4,811 | 1.87 | 4,811 | 8,922.57 | 4,811 | 1.87 | 4,811 | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | Diagnostic | N/A | 6,669.75 | 6,841 | 8.75 | 6,841 | 6,669.75 | 6,841 | 8.75 | 6,841 | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | Diagnostic | N/A | 2,500.80 | 6,412 | 3.90 | 6,412 | 2,500.80 | 6,412 | 3.90 | 6,412 | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual XML) | Diagnostic | N/A | 4,855.43 | 3,547 | 13.69 | 3,547 | 4,855.43 | 3,547 | 13.69 | 3,547 | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual XML) | Diagnostic | N/A | 810 | 810 | 5.15 | 810 | 810 | 810 | 5.15 | 810 | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | Diagnostic | N/A | 1,861.40 | 5,032 | 3.70 | 5,032 | 1,861.40 | 5,032 | 3.70 | 5,032 | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | Diagnostic | N/A | 3,562.00 | 3,562 | 1.00 | 3,562 | 3,562.00 | 3,562 | 1.00 | 3,562 | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | Diagnostic | N/A | 5,654.32 | 1,892 | 3.46 | 1,892 | 5,654.32 | 1,892 | 3.46 | 1,892 | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-2A | All Electronic LSRs | Diagnostic | N/A | 92 | 112 | 82.14% | 82.14% | 92 | 112 | 82.14% | 82.14% | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-2A | All Electronic LSRs | Diagnostic | N/A | 3 | 5 | 60.00% | 60.00% | 3 | 5 | 60.00% | 60.00% | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-2A | All Electronic LSRs | Diagnostic | N/A | 88 | 115 | 76.52% | 76.52% | 88 | 115 | 76.52% | 76.52% | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Diagnostic | N/A | 92 | 95 | 96.84% | 96.84% | 92 | 95 | 96.84% | 96.84% | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Diagnostic | N/A | 3 | 4 | 75.00% | 75.00% | 3 | 4 | 75.00% | 75.00% | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Diagnostic | N/A | 88 | 88 | 98.88% | 98.88% | 88 | 88 | 98.88% | 98.88% | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Diagnostic | N/A | 19-10 | 11 | 1.45 | 1.45 | 19-10 | 11 | 1.45 | 1.45 | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-3A(a) | FOCs on Time for Fully Electronic LSRs | Benchmark | 95.00% | 3 | 3 | 100.00% | 100.00% | 3 | 3 | 100.00% | 100.00% | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-3A(b) | FOCs on Time for Fully Electronic LSRs | Benchmark | 95.00% | 84 | 84 | 100.00% | 100.00% | 84 | 84 | 100.00% | 100.00% | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-3A(c) | FOCs on Time for Fully Electronic LSRs | Benchmark | 95.00% | 86 | 86 | 100.00% | 100.00% | 86 | 86 | 100.00% | 100.00% | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-3A(d) | FOCs on Time for Fully Electronic LSRs | Benchmark | 90.00% | 2 | 2 | 100.00% | 100.00% | 2 | 2 | 100.00% | 100.00% | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-3B(a) | FOCs on Time for Electronic/Manual LSRs | Benchmark | 90.00% | 25 | 25 | 100.00% | 100.00% | 25 | 25 | 100.00% | 100.00% | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-3B(b) | FOCs on Time for Electronic/Manual LSRs | Benchmark | 90.00% | 15 | 15 | 100.00% | 100.00% | 15 | 15 | 100.00% | 100.00% | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-3B(c) | FOCs provided for ASRs requesting LIS Trunks | Benchmark | 85.00% | 3 | 3 | 100.00% | 100.00% | 3 | 3 | 100.00% | 100.00% | 0.00% | 0.00% |
| May 2018 | Pre-Ordering | PO-3D | Invoices Delivered within 10 Days | Parity by Design | N/A | 118 | 118 | 100.00% | 100.00% | 118 | 118 | 100.00% | 100.00% | 0.00% | 0.00% |
| April 2018 | Billing | Bl-3A | Billing Accuracy - Adjustments for Errors | Diagnostic | N/A | 127,329 | 127,329 | 100.00% | 100.00% | 127,329 | 127,329 | 100.00% | 100.00% | 0.00% | 0.00% |
| April 2018 | Billing | Bl-3B | Billing Accuracy - Adjustments for Errors | Diagnostic | N/A | 419 | 419 | 100.00% | 100.00% | 419 | 419 | 100.00% | 100.00% | 0.00% | 0.00% |
| April 2018 | Billing | Bl-4A | UNEs and Resale Aggregate | Parity | N/A | 271 | 271 | 100.00% | 100.00% | 271 | 271 | 100.00% | 100.00% | 0.00% | 0.00% |
| April 2018 | Billing | Bl-4B | Reciprocal Compensation (MOU) | Diagnostic | N/A | 419 | 419 | 100.00% | 100.00% | 419 | 419 | 100.00% | 100.00% | 0.00% | 0.00% |
| April 2018 | Database Updates | DB-1B | All | Diagnostic | N/A | 2,700,581 | 2,637,971 | 1.02 | 2,637,971 | 2,700,581 | 2,637,971 | 1.02 | 2,637,971 | 0.18 | 0.18 |
| April 2018 | Database Updates | DB-1C-1 | All | Diagnostic | N/A | 735.51 | 4,003 | 0.18 | 4,003 | 735.51 | 4,003 | 0.18 | 4,003 | 0.18 | 0.18 |

Feb 2019 PAP Aggregate Performance Report ND.xls

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | Standard Deviation | Z Score | Modified Z Score | Parity Score | |
|------------|---------------------------------|------------|---|---------------------------------------|------------|-----------|----------------|------------------|-------------|-----------|-----------------|-------------------|--------------|--------------------|-----------|------------------|--------------|--|
| 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-1 | Gateway Availability - LSR | XAL | Diagnostic | N/A | 28,980 | 28,980 | 100.00% | | | | | | | | | |
| April 2018 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | REPA | Diagnostic | N/A | 41,400 | 41,400 | 100.00% | | | | | | | | | |
| April 2018 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBAT | 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 Trunk Cleared w/ 4 Hours-Zone 2 | UNBUNDLED LOOP - ADSL COMPATIBLE | Diagnostic | N/A | 0 | 0 | 33.33% | | | | | | | | | |
| April 2018 | Maintenance and Repair | MR-5B | All Trunk Cleared w/ 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 3 | 33.33% | 47.14% | 1 | 3 | 33.33% | 47.14% | -1.732051 | -2.053012 | -1 | |
| April 2018 | Maintenance and Repair | MR-5X | Out of Service Cleared w/ 24 hours | Business | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 43 | 60 | 71.67% | 45.06% | 1.336122 | -0.186448 | | |
| April 2018 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 15,39 | 15,39 | 3.55 | 2.28 | | | | | | | | |
| April 2018 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 19,01 | 4 | 6.20 | 3.27 | 25,27 | 3 | 8.29 | 5.32 | -0.474727 | -1.288614 | | |
| April 2018 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 160,36 | 27 | 7.04 | 6.02 | 964,343 | 203 | 48.59 | 101.43 | -2.013033 | -2.232323 | | |
| April 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 0 | 4 | 0.00% | 0.00% | | | | | | | | |
| April 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 3 | 0.00% | 0.00% | | | | | | | | |
| April 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 0 | 27 | 0.00% | 0.00% | 28 | 227 | 12.33% | 32.88% | -1.842597 | -2.120322 | | |
| April 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 41 | 0.00% | 0.00% | 3 | 209 | 1.44% | 11.85% | -0.706516 | -1.4262531 | | |
| April 2018 | Maintenance and Repair | MR-8 | Trouble Rate | LS Trunk | Parity | N/A | 0 | 12,280 | 0.00% | 0.00% | 0 | 11,544 | 0.00% | 0.00% | 0.00% | 0.00% | | |
| April 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 0 | 49 | 0.00% | 0.00% | 157 | 13,132 | 1.20% | 10.87% | -0.768574 | -1.48726 | | |
| April 2018 | Maintenance and Repair | MR-8 | Trouble Rate | SUBLOOP UNBUNDLING | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 3 | 207 | 1.45% | 11.05% | -0.802154 | -1.487075 | | |
| April 2018 | Maintenance and Repair | MR-8 | Trouble Rate | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 4 | 658 | 0.61% | 7.78% | 0 | 40 | 0.00% | 0.00% | 0.00% | 0.00% | | |
| April 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 168 | 0.00% | 0.00% | 0 | 40 | 0.00% | 0.00% | 0.00% | 0.00% | | |
| April 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 3 | 468 | 0.60% | 7.74% | 3 | 213 | 1.41% | 11.76% | -0.83548 | -1.507936 | | |
| April 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 27 | 4,082 | 0.66% | 8.13% | 227 | 22,314 | 1.02% | 10.03% | -2.058844 | -2.252266 | | |
| April 2018 | Network Performance | N/A | Trunk Blockage to CTL-Q Tandem Off w/ TGRS excl | LS Trunk | Parity | N/A | 0 | 1,584 | 0.00% | 0.00% | 0 | 1,584 | 0.00% | 0.00% | 0.00% | 0.00% | -2.596364 | |
| April 2018 | Network Performance | N/A | Trunk Blockage to CTL-Q Tandem Off w/ TGRS excl | LS Trunk | Parity | N/A | 0 | 840 | 0.01% | 0.06% | 0 | 840 | 0.01% | 0.06% | 0.06% | -2.870657 | | |
| April 2018 | Network Performance | N/A | Trunk Blockage to CTL-Q Tandem Off w/ TGRS excl | LS Trunk | Diagnostic | N/A | 0 | 1,584 | 0.00% | 0.00% | 0 | 1,584 | 0.00% | 0.00% | 0.00% | 0.00% | | |
| April 2018 | Network Performance | N/A | Trunk Blockage to CTL-Q Tandem Off w/ TGRS excl | LS Trunk | Diagnostic | N/A | 0 | 840 | 0.01% | 0.00% | 0 | 840 | 0.01% | 0.00% | 0.00% | 0.00% | | |
| April 2018 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | Unbundled Loop Analog | Parity | N/A | 69 | 1 | 69.00% | 0.00 | 4,001 | 18 | 222.28 | 389.21 | -0.404075 | -1.24566 | | |
| April 2018 | Ordering and Provisioning | OP-15B-RD | Pending Orders Delayed for Facilities | Unbundled Loop Analog | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 10 | 18 | 55.56% | 49.60% | 3.719016 | 1.261001 | | |
| April 2018 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LS Trunk | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 0 | 0 | 0.00% | 0.00% | 0.00% | 0.00% | | |
| April 2018 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | UNBUNDLED LOOP - ADSL COMPATIBLE | Benchmark | N/A | 3 | 3 | 100.00% | | | | | | | | | |
| April 2018 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | N/A | 7 | 7 | 100.00% | | | | | | | | | |
| April 2018 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 5 | 20.00% | 40.00% | | | | | | | | |
| April 2018 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | N/A | 37 | 39 | 94.87% | | | | | | | | | |
| April 2018 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | UNBUNDLED LOOP - ADSL COMPATIBLE | Benchmark | N/A | 9 | 3 | 3.00 | | | | | | | | | |
| April 2018 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | N/A | 21 | 7 | 3.00 | | | | | | | | | |
| April 2018 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop - DS1 Capable | Benchmark | N/A | 24 | 4 | 6.00 | | | | | | | | | |
| April 2018 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | N/A | 86 | 19 | 4.53 | | | | | | | | | |
| April 2018 | Ordering and Provisioning | OP-5A | New Service Installation Quality | LS Trunk | Parity | N/A | 1 | 100.00% | 0.00% | 0.00% | | | | | | | | |
| April 2018 | Ordering and Provisioning | OP-5A | New Service Installation Quality | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 2 | 3 | 66.67% | 47.14% | | | | | | | | |
| April 2018 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 7 | 7 | 100.00% | 0.00% | | | | | | | | |
| April 2018 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - DS1 Capable | Parity | N/A | 6 | 6 | 100.00% | 0.00% | | | | | | | | |
| April 2018 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop Analog | Parity | N/A | 36 | 39 | 92.31% | 26.65% | 60 | 61 | 68.36% | 12.70% | 0.881612 | -0.403222 | | |
| April 2018 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | N/A | 150 | 150 | 100.00% | | | | | | | | | |
| April 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 7005.24 | 19,459 | 0.36 | | | | | | | | | |
| April 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 16524.90 | 12,810 | 1.29 | | | | | | | | | |
| April 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 23530.14 | 19,459 | 1.21 | | | | | | | | | |
| April 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 4025.38 | 4,909 | 0.82 | | | | | | | | | |
| April 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 4837.55 | 4,909 | 0.94 | | | | | | | | | |
| April 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 754.00 | 1,893 | 0.40 | | | | | | | | | |
| April 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 1344.72 | 1,293 | 1.04 | | | | | | | | | |
| April 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 2098.72 | 1,895 | 1.11 | | | | | | | | | |
| April 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 3175.90 | 3,736 | 0.85 | | | | | | | | | |
| April 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 7298.00 | 1,900 | 3.840 | | | | | | | | | |
| April 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 10471.60 | 3,736 | 2.80 | | | | | | | | | |
| April 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 8281.80 | 7,740 | 1.07 | | | | | | | | | |
| April 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6344.76 | 5,716 | 1.11 | | | | | | | | | |
| April 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 14626.56 | 7,740 | 1.89 | | | | | | | | | |
| April 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 2028.24 | 1,128 | 2.33 | | | | | | | | | |
| April 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 662.48 | 1,183 | 0.56 | | | | | | | | | |
| April 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 3390.72 | 1,128 | 2.92 | | | | | | | | | |
| April 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 4022.05 | 6,565 | 0.61 | | | | | | | | | |
| April 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 8730.80 | 13,432 | 0.65 | | | | | | | | | |
| April 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 12753.75 | 6,565 | 1.93 | | | | | | | | | |
| April 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 204.30 | 1,135 | 0.18 | | | | | | | | | |
| April 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 789.66 | 1,929 | 0.41 | | | | | | | | | |
| April 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 1244.16 | 972 | 1.28 | | | | | | | | | |
| April 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 2238.12 | 1,929 | 1.16 | | | | | | | | | |
| April 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Loop Qual Tools) | REQUEST | Diagnostic | N/A | 2350.72 | 3,073 | 0.64 | | | | | | | | | |
| April 2018 | Pre-Ordering | PO-HMA GUI | Pre-Order Response Times (Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 54321.00 | 2,850 | 19.06 | | | | | | | | | |

Feb 2019 PAP Aggregate Performance Report ND.xls

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | Standard Deviation | Modified Z Score | Fairly Score |
|------------|---------------------------------|--------------|--|--|------------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------|------------------|--------------|
| April 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 56671.72 | 15.43 | 3.673 | | | | | | | |
| April 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 8183.00 | 1.67 | 4.900 | | | | | | | |
| April 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 8456.28 | 1.86 | 4.548 | | | | | | | |
| April 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 6833.72 | 9.72 | 6.833 | | | | | | | |
| April 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 24316.20 | 3.80 | 6.399 | | | | | | | |
| April 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 48431.60 | 13.72 | 3.530 | | | | | | | |
| April 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 4238.45 | 5.15 | 823 | | | | | | | |
| April 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Services Avail XML) | XML Request/Response | Diagnostic | N/A | 18111.60 | 3.00 | 5.031 | | | | | | | |
| April 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 3359.00 | 1.00 | 3.559 | | | | | | | |
| April 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Connecting Fac Assign XML) | XML Request/Response | Diagnostic | N/A | 5823.18 | 3.46 | 1.683 | | | | | | | |
| 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-PO-TS | Resale Aggregate | Diagnostic | N/A | 4 | 6 | 66.67% | | | | | | | |
| April 2018 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 113 | 140 | 80.71% | | | | | | | |
| April 2018 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 173 | 173 | 100.00% | | | | | | | |
| April 2018 | Pre-Ordering | PO-2B | Resale Aggregate W/O UNE-P-PO-TS | Resale Aggregate | Diagnostic | N/A | 4 | 5 | 80.00% | | | | | | | |
| April 2018 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 113 | 114 | 99.12% | | | | | | | |
| April 2018 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 4.00 | 13 | 0.18 | | | | | | | |
| April 2018 | Pre-Ordering | PO-5A(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 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-5A(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 185 | 185 | 100.00% | | | | | | | |
| April 2018 | Pre-Ordering | PO-5B(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 31 | 31 | 100.00% | | | | | | | |
| April 2018 | Pre-Ordering | PO-5B(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELS | Benchmark | 90.00% | 28 | 28 | 100.00% | | | | | | | |
| April 2018 | Pre-Ordering | PO-5B(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 28 | 28 | 100.00% | | | | | | | |
| April 2018 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks | LIS Trunk | Benchmark | 85.00% | 4 | 4 | 100.00% | | | | | | | |
| April 2018 | Pre-Ordering | PO-9B | Unbundled Loops | Unbundled Loops and Number Portability | Parity | N/A | 0 | 6 | 0.00% | | | | | | | |
| March 2018 | Billing | BI-2 | Invoices Delivered within 10 Days | AI | Parity by Design | N/A | 160 | 160 | 100.00% | | | | | | | |
| March 2018 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 123,954 | 123,954 | 100.00% | | | | | | | |
| March 2018 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 307 | 307 | 100.00% | | | | | | | |
| March 2018 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 172 | 172 | 100.00% | | | | | | | |
| March 2018 | Billing | BI-4B | Reciprocal Compensation (MOU) | Reciprocal Compensation | Parity | N/A | 307 | 307 | 100.00% | | | | | | | |
| March 2018 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 7,152,455 | 7,089,600 | 101 | | | | | | | |
| March 2018 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 608.18 | 2,817 | 0.22 | | | | | | | |
| March 2018 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 30,420 | 30,420 | 100.00% | | | | | | | |
| March 2018 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 30,420 | 30,420 | 100.00% | | | | | | | |
| March 2018 | Electronic Gateway Availability | GA-2 | Gateway Availability - LSR | XML | Diagnostic | N/A | 30,420 | 30,420 | 100.00% | | | | | | | |
| March 2018 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 43,140 | 43,140 | 100.00% | | | | | | | |
| March 2018 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | Repair/GUI | Diagnostic | N/A | 41,925 | 41,925 | 100.00% | | | | | | | |
| March 2018 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EASE | Diagnostic | N/A | 27,660 | 27,660 | 100.00% | | | | | | | |
| March 2018 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | 0.00% | | | | | | | |
| March 2018 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 1 | 3 | 33.33% | | | | | | | |
| March 2018 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | LIS Trunk | Parity | N/A | 2 | 3 | 66.67% | | | | | | | |
| March 2018 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | UNBUNDLED LOOP - ADSL COMPATIBLE | Diagnostic | N/A | 1 | 1 | 100.00% | | | | | | | |
| March 2018 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 5 | 10 | 50.00% | | | | | | | |
| March 2018 | Maintenance and Repair | MR-5X | Out of Service Cleared w/ 4 Hours-Zone 2 | Business | Parity | N/A | 0 | 3 | 0.00% | | | | | | | |
| March 2018 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 9.58 | 3.19 | 2.14 | | | | | | | |
| March 2018 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | LIS Trunk | Parity | N/A | 44.07 | 3 | 14.42 | | | | | | | |
| March 2018 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 3.28 | 1 | 3.28 | | | | | | | |
| March 2018 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 50.28 | 10 | 5.03 | | | | | | | |
| March 2018 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | 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 | Parity | N/A | 0 | 3 | 0.00% | | | | | | | |
| March 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | LIS Trunk | Parity | N/A | 1 | 3 | 33.33% | | | | | | | |
| March 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 0 | 1 | 0.00% | | | | | | | |
| March 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 3 | 10 | 30.00% | | | | | | | |
| March 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 3 | 27 | 11.11% | | | | | | | |
| March 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 41 | 7,322 | 0.04% | | | | | | | |
| March 2018 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 3 | 12,868 | 0.02% | | | | | | | |
| March 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 0 | 49 | 0.00% | | | | | | | |
| March 2018 | Maintenance and Repair | MR-8 | Trouble Rate | SUB-LOOP UNBUNDLING | Parity | N/A | 0 | 1 | 0.00% | | | | | | | |
| March 2018 | Maintenance and Repair | MR-8 | Trouble Rate | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | 1 | 670 | 0.15% | | | | | | | |
| March 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 161 | 0.00% | | | | | | | |
| March 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 10 | 1,639 | 0.61% | | | | | | | |
| March 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 27 | 4,148 | 0.65% | | | | | | | |
| March 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 0 | 1,632 | 0.00% | | | | | | | |
| March 2018 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Otc w/ TGSR excl | LIS Trunk | Parity | N/A | 0 | 940 | 0.01% | | | | | | | |
| March 2018 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Otc w/ TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 1,632 | 0.00% | | | | | | | |
| March 2018 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Otc w/ TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 840 | 0.01% | | | | | | | |
| March 2018 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Otc w/ TGSR excl | LIS Trunk | Diagnostic | N/A | 48 | 1 | 48.00% | | | | | | | |
| March 2018 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | Unbundled Loop Analog | Parity | N/A | 1 | 1 | 100.00% | | | | | | | |
| March 2018 | Ordering and Provisioning | OP-15B-RD | Pending Orders Delayed for Facilities | Unbundled Loop Analog | Parity | N/A | 1 | 1 | 100.00% | | | | | | | |
| March 2018 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 90.00% | 1 | 5 | 100.00% | | | | | | | |
| March 2018 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop - DS1 Capable | Parity | N/A | 5 | 100.00% | | | | | | | | |
| March 2018 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 4 | 15 | 26.67% | | | | | | | |

Feb 2019 PAP Aggregate Performance Report ND.xls

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | Standard Deviator | Modified Z Score | Parity Score |
|---------------|---------------------------------|--------------|--|--|------------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|-------------------|------------------|--------------|
| March 2018 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop Analog | 6.00 | 160 | 15 | 100.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| March 2018 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - DS1 Capable | N/A | 5 | 15 | 100.00% | 24.94% | 24.94% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| March 2018 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - DS1 Capable | N/A | 14 | 15 | 83.33% | | | 87 | 70 | 95.71% | | -0.1185 | 20.25% |
| March 2018 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | Unbundled Loop Analog | N/A | 119 | 119 | 100.00% | | | | | | | | |
| March 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | 6800.25 | 19.455 | 0.35 | | | | | | | | |
| March 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | 16428.24 | 12.833 | 1.28 | | | | | | | | |
| March 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | 23235.49 | 16.455 | 1.19 | | | | | | | | |
| March 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | 4022.92 | 4.908 | 0.82 | | | | | | | | |
| March 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | 4834.58 | 4.908 | 0.40 | | | | | | | | |
| March 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | 748.80 | 1.872 | 0.44 | | | | | | | | |
| March 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | 1346.10 | 1.282 | 1.05 | | | | | | | | |
| March 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | 2094.90 | 1.872 | 1.12 | | | | | | | | |
| March 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | 3171.35 | 3.731 | 0.85 | | | | | | | | |
| March 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | 7282.70 | 3.833 | 1.90 | | | | | | | | |
| March 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | 10454.05 | 3.731 | 2.80 | | | | | | | | |
| March 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | 8421.34 | 7.728 | 1.09 | | | | | | | | |
| March 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | 6271.10 | 5.701 | 1.10 | | | | | | | | |
| March 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | 14692.44 | 7.728 | 1.90 | | | | | | | | |
| March 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | 2338.89 | 1.089 | 2.31 | | | | | | | | |
| March 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | 645.15 | 1.173 | 0.55 | | | | | | | | |
| March 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | 3183.84 | 1.089 | 2.90 | | | | | | | | |
| March 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | 4154.22 | 6.594 | 0.63 | | | | | | | | |
| March 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | 8595.20 | 13.430 | 0.64 | | | | | | | | |
| March 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | 12749.42 | 6.594 | 1.93 | | | | | | | | |
| March 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | 214.32 | 1.128 | 0.19 | | | | | | | | |
| March 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | 768.40 | 1.921 | 0.40 | | | | | | | | |
| March 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | 1241.60 | 1.821 | 1.28 | | | | | | | | |
| March 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | 2000.00 | 1.921 | 1.16 | | | | | | | | |
| March 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Loop Qual Tools) | REQUEST | Diagnostic | 2384.85 | 3.699 | 0.65 | | | | | | | | |
| March 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Loop Qual Tools) | RESPONSE | Diagnostic | 53797.20 | 2.824 | 19.05 | | | | | | | | |
| March 2018 | Pre-Ordering | PO-1-HMA GUI | Pre-Order Response Times (Loop Qual Tools) | TOTAL | Diagnostic | 56182.05 | 3.699 | 15.31 | | | | | | | | |
| March 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | 8235.36 | 4.922 | 1.68 | | | | | | | | |
| March 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | 8400.85 | 4.541 | 1.85 | | | | | | | | |
| March 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | 66387.79 | 6.823 | 9.73 | | | | | | | | |
| March 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | 23691.50 | 6.365 | 3.70 | | | | | | | | |
| March 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | 48345.00 | 3.519 | 13.75 | | | | | | | | |
| March 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | 4191.21 | 817 | 5.13 | | | | | | | | |
| March 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | 18115.20 | 5.032 | 3.60 | | | | | | | | |
| March 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | 33533.90 | 3.049 | 1.10 | | | | | | | | |
| March 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Connecting Fac Assign XML) | XML Request/Response | Diagnostic | 5788.58 | 1.673 | 3.48 | | | | | | | | |
| March 2018 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | 130 | 183 | 76.75% | | | | | | | | |
| March 2018 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | 83 | 109 | 76.15% | | | | | | | | |
| March 2018 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | 130 | 130 | 100.00% | | | | | | | | |
| March 2018 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | 4 | 4 | 100.00% | | | | | | | | |
| March 2018 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | 83 | 83 | 100.00% | | | | | | | | |
| March 2018 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Benchmark | 14.15 | 15 | 0.57 | | | | | | | | |
| March 2018 | Pre-Ordering | PO-5A(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 4 | 100.00% | | | | | | | | |
| March 2018 | Pre-Ordering | PO-5A(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGC-EELS | Benchmark | 95.00% | 82 | 82 | 100.00% | | | | | | | |
| March 2018 | Pre-Ordering | PO-5A(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 123 | 123 | 100.00% | | | | | | | |
| March 2018 | Pre-Ordering | PO-5B(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 4 | 4 | 100.00% | | | | | | | |
| March 2018 | Pre-Ordering | PO-5B(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGC-EELS | Benchmark | 90.00% | 25 | 25 | 100.00% | | | | | | | |
| 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 | Parity | N/A | 0 | 11 | 0.00% | | | | | | | |
| February 2018 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 104 | 104 | 100.00% | | | | | | | |
| February 2018 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 130.771 | 130.946 | 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 | Parity | N/A | 191 | 191 | 100.00% | | | | | | | |
| 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 | 617.90 | 2.597 | 0.24 | | | | | | | |
| February 2018 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 27,360 | 27,360 | 100.00% | | | | | | | |
| February 2018 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SLA | Diagnostic | N/A | 27,360 | 27,360 | 100.00% | | | | | | | |
| February 2018 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 27,360 | 27,360 | 100.00% | | | | | | | |
| February 2018 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | ERTA | Diagnostic | N/A | 38,880 | 38,880 | 100.00% | | | | | | | |
| February 2018 | Electronic Gateway Availability | GA-4 | System Availability - ASR | Repair GUI | Diagnostic | N/A | 37,860 | 37,860 | 100.00% | | | | | | | |
| February 2018 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | EASE | Diagnostic | N/A | 24,720 | 24,720 | 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 | Parity | N/A | 2 | 5 | 40.00% | | | | | | | |

Feb 2019 PAP Aggregate Performance Report ND.xls

| Month | PID Category | PID | PID Title | Product Category | Standard | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | Standard Deviation | Modified Z Score | Party Score |
|---------------|---------------------------|-------------|---|---------------------------------------|------------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------|------------------|-------------|
| February 2018 | Maintenance and Repair | MR-5X | Out of Service cleared w/ 24 hours | Business | Parity | 0 | 2 | 0.00% | 0.00% | 23 | 47 | 48.94% | 0.00% | 0.93688 | -0.63604 |
| February 2018 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | 2-38 | 5 | 2.38 | 3.32 | 0 | 155 | 60.05 | 0.00% | -0.763077 | -1.482156 |
| February 2018 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | UNBUNDLED LOOP - DS1 Capable | Parity | 27.21 | 5 | 5.28 | 3.32 | 0 | 155 | 60.05 | 0.00% | -0.763077 | -1.482156 |
| February 2018 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | 84.53 | 4 | 21.13 | 2.38 | 0 | 155 | 60.05 | 0.00% | -0.763077 | -1.482156 |
| February 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | UNBUNDLED LOOP - DS1 Capable | Parity | 1 | 5 | 20.00% | 40.00% | 0 | 165 | 15.15% | 0.00% | -0.835003 | -1.5077 |
| February 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | UNBUNDLED LOOP - DS1 Capable | Parity | 0 | 4 | 0.00% | 0.00% | 0 | 210 | 0.00% | 0.00% | -0.835003 | -1.5077 |
| February 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | 0 | 40 | 0.00% | 0.00% | 0 | 11,808 | 0.00% | 0.00% | -0.855409 | -1.398515 |
| February 2018 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | 0 | 12,068 | 0.00% | 0.00% | 0 | 11,808 | 0.00% | 0.00% | -0.855409 | -1.398515 |
| February 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | 0 | 40 | 0.00% | 0.00% | 0 | 11,808 | 0.00% | 0.00% | -0.855409 | -1.398515 |
| February 2018 | Maintenance and Repair | MR-8 | Trouble Rate | SUB-LOOP UNBUNDLING | Parity | 0 | 118 | 0.00% | 0.00% | 0 | 208 | 0.00% | 0.00% | -0.855409 | -1.398515 |
| February 2018 | Maintenance and Repair | MR-8 | Trouble Rate | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | 0 | 678 | 0.15% | 3.84% | 0 | 42 | 0.00% | 0.00% | -1.56802 | -1.953635 |
| February 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | 0 | 182 | 0.00% | 0.00% | 0 | 42 | 0.00% | 0.00% | -1.56802 | -1.953635 |
| February 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | 5 | 524 | 0.95% | 9.72% | 0 | 214 | 0.00% | 0.00% | 0.917438 | -0.442327 |
| February 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | 4 | 4,164 | 0.10% | 3.06% | 0 | 22,924 | 0.74% | 0.00% | -4.467545 | -3.716074 |
| February 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | 0 | 1,536 | 0.00% | 0.00% | 0 | 208 | 0.00% | 0.00% | -0.855409 | -1.398515 |
| February 2018 | Network Performance | NI-1A | Trunk Blockage to CTL-Q End Ofc w/ TGSR excl | LIS Trunk | Parity | 0 | 840 | 0.00% | 0.00% | 0 | 214 | 0.00% | 0.00% | -0.855409 | -1.398515 |
| February 2018 | Network Performance | NI-1B | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl | LIS Trunk | Parity | 0 | 840 | 0.00% | 0.00% | 0 | 214 | 0.00% | 0.00% | -0.855409 | -1.398515 |
| February 2018 | Network Performance | NI-1C | Trunk Blockage to CTL-Q End Ofc w/ TGSR excl | LIS Trunk | Parity | 3 | 1,632 | 0.17% | 0.00% | 0 | 214 | 0.00% | 0.00% | -0.855409 | -1.398515 |
| February 2018 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/ TGSR excl | LIS Trunk | Diagnostic | 0 | 840 | 0.00% | 0.00% | 0 | 214 | 0.00% | 0.00% | -0.855409 | -1.398515 |
| February 2018 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | Unbundled Loop Analog | Parity | 27 | 1 | 27.00% | 0.00 | 13,538 | 20 | 681.80 | 0.00 | 1002.52 | -0.801417 |
| February 2018 | Ordering and Provisioning | OP-15B-RD | Pending Orders Delayed for Facilities | Unbundled Loop Analog | Parity | 1 | 1 | 100.00% | 0.00% | 9 | 20 | 45.00% | 0.00% | 3.710016 | 1.281001 |
| February 2018 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LIS Trunk | Parity | 1 | 1 | 100.00% | 0.00% | 1 | 2 | 50.00% | 0.00% | 50.00% | -0.816497 |
| February 2018 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | UNBUNDLED LOOP - ADSL COMPATIBLE | Benchmark | 1 | 1 | 100.00% | 0.00% | 1 | 2 | 50.00% | 0.00% | 50.00% | -0.816497 |
| February 2018 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | UNBUNDLED LOOP - DS1 Capable | Parity | 3 | 0 | 50.00% | 50.00% | 50 | 54 | 92.59% | 40.00% | 0.958154 | -0.417484 |
| February 2018 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 15 | 15 | 100.00% | 0.00% | 15 | 15 | 100.00% | 0.00% | 0.00% | 0.00% |
| February 2018 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop - DS1 Capable | Benchmark | 4 | 4 | 10.50 | 0.00 | 4 | 4 | 10.50 | 0.00 | 0.00 | 0.00 |
| February 2018 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 64 | 14 | 4.57 | 0.00 | 14 | 14 | 4.57 | 0.00 | 0.00 | 0.00 |
| February 2018 | Ordering and Provisioning | OP-5A | New Service Installation Quality | LIS Trunk | Parity | 1 | 1 | 100.00% | 0.00% | 1 | 2 | 100.00% | 0.00% | 0.00% | 0.00% |
| February 2018 | Ordering and Provisioning | OP-5A | New Service Installation Quality | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | 1 | 1 | 100.00% | 0.00% | 1 | 2 | 100.00% | 0.00% | 0.00% | 0.00% |
| February 2018 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - DS1 Capable | Parity | 6 | 6 | 100.00% | 0.00% | 6 | 6 | 100.00% | 0.00% | 0.00% | 0.00% |
| February 2018 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop Analog | Parity | 12 | 15 | 80.00% | 40.00% | 15 | 50 | 30.00% | 40.00% | 0.958154 | -0.417484 |
| February 2018 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop Analog | Benchmark | 12 | 15 | 80.00% | 40.00% | 15 | 50 | 30.00% | 40.00% | 0.958154 | -0.417484 |
| February 2018 | Ordering and Provisioning | OP-5C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 244 | 244 | 100.00% | 0.00 | 244 | 244 | 100.00% | 0.00 | 0.00 | 0.00 |
| February 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | 6615.00 | 19,450 | 0.34 | 0.34 | 19,450 | 19,450 | 100.00% | 0.00 | 0.00 | 0.00 |
| February 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | 16679.00 | 12,830 | 1.30 | 1.30 | 12,830 | 12,830 | 100.00% | 0.00 | 0.00 | 0.00 |
| February 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | 23322.00 | 19,450 | 1.20 | 1.20 | 19,450 | 19,450 | 100.00% | 0.00 | 0.00 | 0.00 |
| February 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | 3970.62 | 4,902 | 0.81 | 0.81 | 4,902 | 4,902 | 100.00% | 0.00 | 0.00 | 0.00 |
| February 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | 4591.18 | 4,902 | 0.93 | 0.93 | 4,902 | 4,902 | 100.00% | 0.00 | 0.00 | 0.00 |
| February 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | 729.30 | 1,870 | 0.39 | 0.39 | 1,870 | 1,870 | 100.00% | 0.00 | 0.00 | 0.00 |
| February 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | 1354.68 | 1,278 | 1.06 | 1.06 | 1,278 | 1,278 | 100.00% | 0.00 | 0.00 | 0.00 |
| February 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | 2083.98 | 1,170 | 1.11 | 1.11 | 1,170 | 1,170 | 100.00% | 0.00 | 0.00 | 0.00 |
| February 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | 3131.52 | 3,728 | 0.84 | 0.84 | 3,728 | 3,728 | 100.00% | 0.00 | 0.00 | 0.00 |
| February 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | 7273.20 | 3,828 | 1.90 | 1.90 | 3,828 | 3,828 | 100.00% | 0.00 | 0.00 | 0.00 |
| February 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | 10404.72 | 3,728 | 2.79 | 2.79 | 3,728 | 3,728 | 100.00% | 0.00 | 0.00 | 0.00 |
| February 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | 7800.23 | 7,723 | 1.01 | 1.01 | 7,723 | 7,723 | 100.00% | 0.00 | 0.00 | 0.00 |
| February 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | 6515.04 | 5,817 | 1.12 | 1.12 | 5,817 | 5,817 | 100.00% | 0.00 | 0.00 | 0.00 |
| February 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | 14315.27 | 7,723 | 1.85 | 1.85 | 7,723 | 7,723 | 100.00% | 0.00 | 0.00 | 0.00 |
| February 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | 2402.40 | 1,092 | 2.20 | 2.20 | 1,092 | 1,092 | 100.00% | 0.00 | 0.00 | 0.00 |
| February 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | 831.26 | 1,169 | 0.54 | 0.54 | 1,169 | 1,169 | 100.00% | 0.00 | 0.00 | 0.00 |
| February 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | 3633.66 | 1,092 | 2.78 | 2.78 | 1,092 | 1,092 | 100.00% | 0.00 | 0.00 | 0.00 |
| February 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | 4020.51 | 6,591 | 0.61 | 0.61 | 6,591 | 6,591 | 100.00% | 0.00 | 0.00 | 0.00 |
| February 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | 8191.66 | 13,429 | 0.61 | 0.61 | 13,429 | 13,429 | 100.00% | 0.00 | 0.00 | 0.00 |
| February 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | 12212.20 | 6,591 | 1.85 | 1.85 | 6,591 | 6,591 | 100.00% | 0.00 | 0.00 | 0.00 |
| February 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | 225.00 | 1,125 | 0.20 | 0.20 | 1,125 | 1,125 | 100.00% | 0.00 | 0.00 | 0.00 |
| February 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | 800.52 | 1,908 | 0.42 | 0.42 | 1,908 | 1,908 | 100.00% | 0.00 | 0.00 | 0.00 |
| February 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | 1234.44 | 972 | 1.27 | 1.27 | 972 | 972 | 100.00% | 0.00 | 0.00 | 0.00 |
| February 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | 2255.96 | 1,908 | 1.19 | 1.19 | 1,908 | 1,908 | 100.00% | 0.00 | 0.00 | 0.00 |
| February 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Loop Qual Tools) | REQUEST | Diagnostic | 2343.68 | 3,662 | 0.64 | 0.64 | 3,662 | 3,662 | 100.00% | 0.00 | 0.00 | 0.00 |
| February 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Loop Qual Tools) | RESPONSE | Diagnostic | 53720.19 | 2,817 | 19.07 | 19.07 | 2,817 | 2,817 | 100.00% | 0.00 | 0.00 | 0.00 |
| February 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Loop Qual Tools) | TOTAL | Diagnostic | 56063.87 | 3,662 | 15.31 | 15.31 | 3,662 | 3,662 | 100.00% | 0.00 | 0.00 | 0.00 |
| February 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Address Validation) | XML Request/Response | Diagnostic | 8281.00 | 4,900 | 1.69 | 1.69 | 4,900 | 4,900 | 100.00% | 0.00 | 0.00 | 0.00 |
| February 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Appt. Scheduler) | XML Request/Response | Diagnostic | 8211.97 | 4,537 | 1.81 | 1.81 | 4,537 | 4,537 | 100.00% | 0.00 | 0.00 | 0.00 |
| February 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Facility Check) | XML Request/Response | Diagnostic | 66387.84 | 6,816 | 9.74 | 9.74 | 6,816 | 6,816 | 100.00% | 0.00 | 0.00 | 0.00 |
| February 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Get CSR) | XML Request/Response | Diagnostic | 24874.20 | 6,378 | 3.90 | 3.90 | 6,378 | 6,378 | 100.00% | 0.00 | 0.00 | 0.00 |
| February 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Loop Qual Tools) | XML Request/Response | Diagnostic | 47668.19 | 3,301 | 13.71 | 13.71 | 3,301 | 3,301 | 100.00% | 0.00 | 0.00 | 0.00 |
| February 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Meet Point Inquiry) | XML Request/Response | Diagnostic | 4177.62 | 616 | 5.12 | 5.12 | 616 | 616 | 100.00% | 0.00 | 0.00 | 0.00 |
| February 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | 17633.00 | 5,038 | 3.50 | 3.50 | 5,038 | 5,038 | 100.00% | 0.00 | 0.00 | 0.00 |
| February 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (TN Reservation) | XML Request/Response | Diagnostic | 3345.10 | 3,041 | 1.10 | 1.10 | 3,041 | 3,041 | 100.00% | 0.00 | 0.00 | 0.00 |
| February 2018 | Pre-Ordering | PO-1HMA GUI | Pre-Order Response Times (Connecting Fac Assign) | XML Request/Response | Diagnostic | 5750.52 | 1,662 | 3.46 | 3.46 | 1,662 | 1,662 | 100.00% | 0.00 | 0.00 | 0.00 |
| February 2018 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | 115 | | | | | | | | | |

