

CenturyLink
200 South 5th Street, Room 2100
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Andrew Schriener
State Legislative Affairs Director



August 25, 2021

Mr. Steven Kahl
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-21-3**

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 July 2020 through July 2021; and
2. Payment Report for the month of June 2021.

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 25th day of August, 2021, the foregoing Performance Results Report for the months of July 2020 through July 2021 and the Payment Report for the month of June 2021 were served upon the following party:

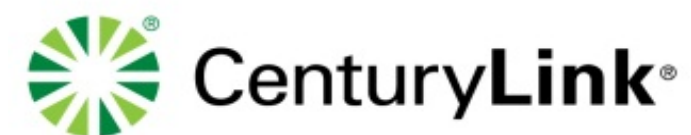
Mr. Steven Kahl
Executive Secretary
North Dakota Public Service Commission
600 East Boulevard Avenue, 12th Floor
Bismarck, ND 58505-0480

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 July 2020 - July 2021

Statistical parameters used to calculate whether PAP standards have been met or missed, and any applicable PAP payments, are sometimes required to be different than those used to calculate performance in this report. See the Reading Reports link on CenturyLink's Wholesale Website for details.

August 11, 2021

CenturyLink QC Performance Results – Current 271 PID

July 2021 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 2021	Billing	BI-2	Invoices Delivered within 10 Days	All	Diagnostic	N/A	12	12	100.00%							
July 2021	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	100,482	100,482	100.00%							
July 2021	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	120	120	100.00%							
July 2021	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	137	137	100.00%							
July 2021	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	120	120	100.00%							
July 2021	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,354,534	1,344,741	1.01							
July 2021	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	235.78	984	0.24							
July 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	GUI	Diagnostic	N/A	44,640	44,640	100.00%							
July 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	44,640	44,640	100.00%							
July 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,140	43,140	100.00%							
July 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,925	41,925	100.00%							
July 2021	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,660	27,660	100.00%							
July 2021	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
July 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
July 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	0	4	0.00%							
July 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	2	50.00%							
July 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	2	50.00%	50.00%						
July 2021	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	1	100.00%	0.00%	18	38	47.37%	49.93%	-1.040491	-1.632573
July 2021	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	25:33	1	25:33	0:00	14048:02	103	136:23	849:25	-0.12986	-1.078949
July 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2:39	1	2:39	0:00						
July 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	81:42	4	20:25	12:06						
July 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	5:15	2	2:37	3:41						
July 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	12:25	2	6:12	8:44						
July 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	435:36	30	14:31	17:00	32822:16	155	211:45	1117:58	-0.884499	-1.537737
July 2021	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	20	5.00%	21.79%	0	118	0.00%		1.05844	-0.356514
July 2021	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,648	0.00%		0	9,672	0.00%			
July 2021	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	23	4.35%	20.39%	127	7,510	1.69%	12.89%	0.450558	-0.72608
July 2021	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		0	122	0.00%			
July 2021	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4	349	1.15%	10.64%	0	27	0.00%		-0.647447	-1.39362
July 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	89	2.25%	14.82%	0	27	0.00%		-0.220108	-1.133816
July 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	2	217	0.92%	9.56%	0	122	0.00%		0.229939	-0.860207
July 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	30	2,339	1.28%	11.25%	173	13,452	1.29%	11.27%	-0.013687	-1.008321
July 2021	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/i MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	95	111	85.59%	35.12%	-0.408555	-1.248384
July 2021	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	1,728	0.00%	0.01%						-2.993333
July 2021	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	528	0.00%	0.00%						-3
July 2021	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,728	0.00%							
July 2021	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	528	0.00%							
July 2021	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	3	3	100.00%	0.00%		
July 2021	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	4	1	4.00	0.00						
July 2021	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	91	91	100.00%							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	91.00	53	1.72							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	285.00	53	5.38							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	376.00	53	7.09							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	104.00	53	1.96							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	296.00	53	5.58							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	79.00	53	1.49							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	544.00	53	10.26							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	623.00	53	11.75							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	117.00	53	2.21							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	399.00	53	7.53							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	516.00	53	9.74							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	101.00	52	1.94							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	186.00	52	3.58							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	287.00	52	5.52							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	76.00	51	1.49							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	180.00	51	3.53							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	256.00	51	5.02							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	57.00	54	1.06							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	339.00	54	6.28							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	396.00	54	7.33							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	122.00	54	2.26							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	317.00	54	5.87							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	439.00	54	8.13							

July 2021 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 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	105.00	53	1.98							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	174.00	53	3.28							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	279.00	53	5.26							
July 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	1274.37	210	6.07							
July 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	324.49	105	3.09							
July 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	693.77	105	6.61							
July 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	1818.96	210	8.66							
July 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	979.93	210	4.67							
July 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	373.89	105	3.56							
July 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	513.76	105	4.89							
July 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	466.54	105	4.44							
July 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	692.22	105	6.59							
July 2021	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	51	72	70.83%							
July 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	2	100.00%							
July 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	29	38	76.32%							
July 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	51	58	87.93%							
July 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	2	100.00%							
July 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	29	29	100.00%							
July 2021	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	27.01	16	1:41							
July 2021	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	2	2	100.00%							
July 2021	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	30	30	100.00%							
July 2021	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	49	49	100.00%							
July 2021	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	8	8	100.00%							
July 2021	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	12	12	100.00%							
July 2021	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	3	4	75.00%							
June 2021	Billing	BI-2	Invoices Delivered within 10 Days	All	Diagnostic	N/A	6	6	100.00%							
June 2021	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	102,420	102,420	100.00%							
June 2021	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	130	130	100.00%							
June 2021	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	78	79	98.73%							
June 2021	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	130	130	100.00%							
June 2021	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,530,520	1,520,659	1.01							
June 2021	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	267.65	1,185	0.23							
June 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	GUI	Diagnostic	N/A	43,200	43,200	100.00%							
June 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	43,200	43,200	100.00%							
June 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
June 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%							
June 2021	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880	100.00%							
June 2021	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
June 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	2	2	100.00%	0.00%		
June 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	0	1	0.00%							
June 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	4	0.00%	0.00%	2	2	100.00%	0.00%	1.501086	-0.087405
June 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0:08	1	0:08	0:00	4:35	2	2:18	1:02	-1.718784	-2.044946
June 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4:41	1	4:41	0:00						
June 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	42:40	4	10:40	8:21	4:35	2	2:18	1:02	1.654628	0.005942
June 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	113:08	14	8:05	5:34	14917:18	147	101:29	684:41	-0.487703	-1.296502
June 2021	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	2	0.00%	0.00%		
June 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%	0.00%						
June 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	4	25.00%	43.30%	0	2	0.00%	0.00%	-0.430727	-1.261864
June 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	2	14	14.29%	34.99%	30	169	17.75%	38.21%	-0.326137	-1.198277
June 2021	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	21	4.76%	21.30%	2	122	1.64%	12.70%	0.302079	-0.816349
June 2021	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,576	0.00%		0	10,416	0.00%			
June 2021	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	24	0.00%		123	7,636	1.61%	12.59%	-0.62585	-1.38049
June 2021	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		2	127	1.57%	12.45%	-0.125996	-1.0766
June 2021	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	356	0.28%	5.29%	0	27	0.00%		-1.472106	-1.894977
June 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	89	0.00%		0	27	0.00%			
June 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	4	221	1.81%	13.33%	2	127	1.57%	12.45%	-0.2982	-1.181293
June 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	14	2,363	0.59%	7.67%	169	13,644	1.24%	11.06%	-2.621985	-2.594054
June 2021	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,728	0.00%	0.02%						-2.991667
June 2021	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	528	0.00%	0.00%						-3
June 2021	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,728	0.00%							
June 2021	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	528	0.00%							
June 2021	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
June 2021	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
June 2021	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	5	1	5.00							
June 2021	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	2	2	100.00%	0.00%		
June 2021	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
June 2021	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	166	166	100.00%							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	3295.00	1,395	2.36							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	6847.00	1,395	4.91							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	10142.00	1,395	7.27							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3012.00	1,380	2.18							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	12641.00	1,380	9.16							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	2564.00	1,378	1.86							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	11809.00	1,378	8.57							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	14373.00	1,378	10.43							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3314.00	1,381	2.40							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	9642.00	1,381	6.98							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	12956.00	1,381	9.38							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	2975.00	1,377	2.16							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	4751.00	1,377	3.45							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	7726.00	1,377	5.61							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2656.00	1,286	2.07							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	4378.00	1,286	3.40							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	7034.00	1,286	5.47							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1699.00	1,353	1.26							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8406.00	1,353	6.21							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	10105.00	1,353	7.47							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	3782.00	1,381	2.74							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	7152.00	1,381	5.18							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	10934.00	1,381	7.92							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2932.00	1,378	2.13							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	4356.00	1,378	3.16							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	7288.00	1,378	5.29							
June 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	766.47	126	6.08							
June 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	277.06	63	4.40							
June 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	428.83	63	6.81							
June 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	193.74	126	1.54							
June 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	398.29	126	3.16							
June 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	303.40	63	4.82							
June 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	328.24	63	5.21							
June 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	284.61	63	4.52							
June 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	485.72	63	7.71							
June 2021	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	58	79	73.42%							
June 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	5	5	100.00%							
June 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	13	23	56.52%							
June 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	58	58	100.00%							
June 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	5	5	100.00%							
June 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	13	13	100.00%							
June 2021	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	46.27	20	2.19							
June 2021	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	5	5	100.00%							
June 2021	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	15	15	100.00%							
June 2021	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	57	57	100.00%							
June 2021	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	10	10	100.00%							
June 2021	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	13	13	100.00%							
June 2021	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	1	1	100.00%							
May 2021	Billing	BI-2	Invoices Delivered within 10 Days	All	Diagnostic	N/A	7	7	100.00%							
May 2021	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	95,299	95,299	100.00%							
May 2021	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	136	136	100.00%							
May 2021	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	110	110	100.00%							
May 2021	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	136	136	100.00%							
May 2021	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,584,460	1,573,779	1.01							
May 2021	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	345.94	1,635	0.21							
May 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	GUI	Diagnostic	N/A	44,640	44,640	100.00%							
May 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	44,640	44,640	100.00%							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
May 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840	100.00%							
May 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,565	41,565	100.00%							
May 2021	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,580	26,580	100.00%							
May 2021	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
May 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%						
May 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	2	50.00%							
May 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%						
May 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	16:43	2	8:22	0:01						
May 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	7:51	2	3:55	0:12						
May 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	6:44	1	6:44	0:00						
May 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	78:05	11	7:06	6:15	3041:05	107	28:25	27:25	-2.455577	-2.492885
May 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%						
May 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	2	0.00%	0.00%						
May 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
May 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	1	11	9.09%	28.75%	19	126	15.08%	35.78%	-0.532277	-1.323602
May 2021	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	24	8.33%	27.64%	0	130	0.00%		1.987608	0.20838
May 2021	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,480	0.00%		0	10,032	0.00%			
May 2021	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	24	0.00%		95	7,760	1.22%	11.00%	-0.544554	-1.331065
May 2021	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		0	136	0.00%			
May 2021	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	364	0.55%	7.39%	0	27	0.00%		-1.10998	-1.67482
May 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	90	0.00%		0	27	0.00%			
May 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	225	0.44%	6.65%	0	136	0.00%		-0.314077	-1.190945
May 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	11	2,402	0.46%	6.75%	126	13,854	0.91%	9.49%	-2.152003	-2.308325
May 2021	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,728	0.00%	0.00%						-3
May 2021	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	528	0.00%	0.00%						-3
May 2021	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,728	0.00%							
May 2021	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	528	0.00%							
May 2021	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	25	25	100.00%							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	2678.00	1,130	2.37							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	5301.00	1,130	4.69							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	7979.00	1,130	7.06							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	2414.00	1,116	2.16							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	10411.00	1,116	9.33							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	2100.00	1,116	1.88							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	9301.00	1,116	8.33							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	11401.00	1,116	10.22							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2684.00	1,117	2.40							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7556.00	1,117	6.76							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10240.00	1,117	9.17							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	2374.00	1,116	2.13							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	3799.00	1,116	3.40							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	6173.00	1,116	5.53							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2130.00	1,039	2.05							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	3518.00	1,039	3.39							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	5648.00	1,039	5.44							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1314.00	1,097	1.20							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	6744.00	1,097	6.15							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	8058.00	1,097	7.35							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	3059.00	1,118	2.74							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	5620.00	1,118	5.03							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	8679.00	1,118	7.76							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2391.00	1,115	2.14							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	3527.00	1,115	3.16							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	5918.00	1,115	5.31							
May 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	1368.90	210	6.52							
May 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	884.27	105	8.42							
May 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	623.10	105	5.93							
May 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	257.14	210	1.22							
May 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	735.72	210	3.50							
May 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	594.51	105	5.66							
May 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	532.68	105	5.07							
May 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	504.74	105	4.81							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
May 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	873.36	105	8.32							
May 2021	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	62	82	75.61%							
May 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	29	36	80.56%							
May 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	62	65	95.38%							
May 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	29	29	100.00%							
May 2021	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	57:32	17	3:23							
May 2021	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	30	30	100.00%							
May 2021	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	60	60	100.00%							
May 2021	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	8	8	100.00%							
May 2021	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	18	18	100.00%							
May 2021	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%							
April 2021	Billing	BI-2	Invoices Delivered within 10 Days	All	Diagnostic	N/A	8	8	100.00%							
April 2021	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	105,129	105,129	100.00%							
April 2021	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	142	142	100.00%							
April 2021	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	102	102	100.00%							
April 2021	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	142	142	100.00%							
April 2021	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,665,738	1,654,464	1.01							
April 2021	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	360.66	1,632	0.22							
April 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	GUI	Diagnostic	N/A	43,200	43,200	100.00%							
April 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	43,200	43,200	100.00%							
April 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
April 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%							
April 2021	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880	100.00%							
April 2021	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
April 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	4	50.00%							
April 2021	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	8	8	100.00%	0.00%	19	29	65.52%	47.53%	-1.816629	-2.104432
April 2021	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	2:06	1	2:06	0:00	2392:49	57	41:59	44:41	-0.884813	-1.537928
April 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	19:28	4	4:52	2:49						
April 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	78:56	9	8:46	8:12	3785:00	101	37:29	42:05	-1.960466	-2.191879
April 2021	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/i MSA	Residence	Parity	N/A	1	3	33.33%	47.14%	7	60	11.67%	32.10%	0.414233	-0.748164
April 2021	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 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	1	9	11.11%	31.43%	11	108	10.19%	30.25%	-0.348171	-1.211673
April 2021	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	27	0.00%		0	137	0.00%			
April 2021	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,408	0.00%		0	10,056	0.00%			
April 2021	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	3	24	12.50%	33.07%	76	7,890	0.96%	9.77%	2.935301	0.784536
April 2021	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		0	138	0.00%			
April 2021	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4	373	1.07%	10.30%	0	27	0.00%		-0.691271	-1.420263
April 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	90	0.00%		0	27	0.00%			
April 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	230	0.00%		0	143	0.00%			
April 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	9	2,431	0.37%	6.07%	108	14,049	0.77%	8.73%	-2.077176	-2.262833
April 2021	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/i MSA	Residence	Parity	N/A	3	3	100.00%	0.00%	50	60	83.33%	37.27%	-0.755929	-1.459572
April 2021	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	1,728	0.00%	0.00%						-3
April 2021	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	528	0.00%	0.00%						-3
April 2021	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,728	0.00%							
April 2021	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	528	0.00%							
April 2021	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	384	1	384.00	0.00	13,595	6	2265.83	1290.43	-1.350123	-1.820817
April 2021	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	1	1	100.00%	0.00%	1	6	16.67%	37.27%	3.719016	1.261001
April 2021	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	93	93	100.00%							
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	1770.00	814	2.17							
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	3626.00	814	4.45							
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	5396.00	814	6.63							
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1679.00	809	2.08							
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	6905.00	809	8.54							
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	1467.00	810	1.81							
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	6571.00	810	8.11							
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	8038.00	810	9.92							
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	1892.00	810	2.34							
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	5149.00	810	6.36							
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	7041.00	810	8.69							
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	1657.00	809	2.05							
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	2712.00	809	3.35							
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	4369.00	809	5.40							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1526.00	766	1.99							
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	2474.00	766	3.23							
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	4000.00	766	5.22							
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	913.00	799	1.14							
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	4859.00	799	6.08							
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	5772.00	799	7.22							
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	2204.00	811	2.72							
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	3801.00	811	4.69							
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	6005.00	811	7.40							
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1686.00	808	2.09							
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	2522.00	808	3.12							
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	4208.00	808	5.21							
April 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	1033.83	169	6.12							
April 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	632.32	84	7.53							
April 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	548.30	84	6.53							
April 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	214.37	169	1.27							
April 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	393.03	170	2.31							
April 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	336.21	84	4.00							
April 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	418.86	84	4.99							
April 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	380.38	85	4.48							
April 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	786.98	85	9.26							
April 2021	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	70	100	70.00%							
April 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	3	66.67%							
April 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	34	46	73.91%							
April 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	70	75	93.33%							
April 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	2	100.00%							
April 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	34	34	100.00%							
April 2021	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	56.00	19	2:57							
April 2021	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	25	25	100.00%							
April 2021	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	36	36	100.00%							
April 2021	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	61	61	100.00%							
April 2021	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1	1	100.00%							
April 2021	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	12	12	100.00%							
April 2021	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	27	27	100.00%							
April 2021	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%							
March 2021	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	93	93	100.00%							
March 2021	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	111,251	111,251	100.00%							
March 2021	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	147	147	100.00%							
March 2021	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	69	69	100.00%							
March 2021	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	147	147	100.00%							
March 2021	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,712,708	1,696,644	1.01							
March 2021	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	365.44	1,725	0.21							
March 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	GUI	Diagnostic	N/A	44,640	44,640	100.00%							
March 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	44,640	44,640	100.00%							
March 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
March 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
March 2021	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
March 2021	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
March 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	2	50.00%							
March 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	0	1	0.00%							
March 2021	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	1	100.00%	0.00%	22	28	78.57%	41.03%	-0.51315	-1.311973
March 2021	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	23:06	1	23:06	0:00	2136:45	71	30:06	27:53	-0.249106	-1.151446
March 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	9:58	2	4:59	1:52						
March 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	5:23	1	5:23	0:00						
March 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	55:55	10	5:36	3:56	2939:19	105	28:00	29:23	-2.303134	-2.400206
March 2021	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/i MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	9	75	12.00%	32.50%	1.118958	-0.319722
March 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	2	50.00%	50.00%						
March 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	1	0.00%	0.00%						
March 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	10	0.00%	0.00%	16	114	14.04%	34.74%	-1.225148	-1.744837
March 2021	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	27	0.00%		0	137	0.00%			
March 2021	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,576	0.00%		0	10,080	0.00%			
March 2021	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	25	4.00%	19.60%	82	8,011	1.02%	10.07%	0.742451	-0.548622

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
March 2021	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		0	138	0.00%			
March 2021	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	379	0.53%	7.25%	0	27	0.00%		-1.132388	-1.688443
March 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	92	1.09%	10.37%	0	27	0.00%		-0.749126	-1.455436
March 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	233	0.00%		0	143	0.00%			
March 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	10	2,477	0.40%	6.34%	114	14,265	0.80%	8.90%	-2.040359	-2.24045
March 2021	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	68	75	90.67%	29.09%	-0.318727	-1.193772
March 2021	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,560	0.00%	0.00%						-3
March 2021	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	528	0.00%	0.00%						-3
March 2021	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	5	1,728	0.29%							
March 2021	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	528	0.00%							
March 2021	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	444	2	222.00	197.99	13,439	6	2239.83	1290.43	-1.915123	-2.164312
March 2021	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	1	2	50.00%	50.00%	1	6	16.67%	37.27%	3.719016	1.261001
March 2021	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	2	2	100.00%							
March 2021	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	10	2	5.00							
March 2021	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
March 2021	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	1	2	50.00%	50.00%	23	24	95.83%	19.98%	1.03314	-0.371896
March 2021	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	155	155	100.00%							
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	1149.00	500	2.30							
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	2246.00	500	4.49							
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	3395.00	500	6.79							
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1041.00	495	2.10							
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3975.00	495	8.03							
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	924.00	496	1.86							
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4033.00	496	8.13							
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4957.00	496	9.99							
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	1197.00	496	2.41							
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	2980.00	496	6.01							
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	4177.00	496	8.42							
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	1032.00	495	2.08							
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	1648.00	495	3.33							
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	2680.00	495	5.41							
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	984.00	471	2.09							
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	1494.00	471	3.17							
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2478.00	471	5.26							
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	583.00	489	1.19							
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	2971.00	489	6.08							
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	3554.00	489	7.27							
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1401.00	497	2.82							
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	2181.00	497	4.39							
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	3582.00	497	7.21							
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1043.00	494	2.11							
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	1569.00	494	3.18							
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	2612.00	494	5.29							
March 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	947.48	168	5.64							
March 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	571.35	84	6.80							
March 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	446.91	84	5.32							
March 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	223.54	168	1.33							
March 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	428.89	168	2.55							
March 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	560.39	84	6.67							
March 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	449.71	84	5.35							
March 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	330.07	84	3.93							
March 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	781.40	84	9.30							
March 2021	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	94	124	75.81%							
March 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	3	66.67%							
March 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	19	26	73.08%							
March 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	94	96	97.92%							
March 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	2	100.00%							
March 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	19	19	100.00%							
March 2021	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	41:05	20	2:03							
March 2021	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	12	12	100.00%							
March 2021	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	21	21	100.00%							
March 2021	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	89	89	100.00%							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
March 2021	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	2	2	100.00%							
March 2021	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	6	6	100.00%							
March 2021	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	17	17	100.00%							
March 2021	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	3	3	100.00%							
February 2021	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	111	111	100.00%							
February 2021	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	95,248	95,248	100.00%							
February 2021	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	165	165	100.00%							
February 2021	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	160	160	100.00%							
February 2021	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	165	165	100.00%							
February 2021	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	2	2	100.00%							
February 2021	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,226,500	1,217,202	1.01							
February 2021	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	563.45	2,618	0.22							
February 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	GUI	Diagnostic	N/A	40,320	40,320	100.00%							
February 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	40,320	40,320	100.00%							
February 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	38,880	38,880	100.00%							
February 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	37,860	37,860	100.00%							
February 2021	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	24,720	24,720	100.00%							
February 2021	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
February 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%						
February 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
February 2021	Maintenance and Repair	MR-5X	Out of Service cleared w/ 24 hours	Business	Parity	N/A	1	1	100.00%	0.00%	24	31	77.42%	41.81%	-0.531556	-1.323163
February 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	12:36	2	6:18	2:36						
February 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2:04	1	2:04	0:00						
February 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	117:21	25	4:42	4:43	4456:27	92	48:26	189:39	-1.022701	-1.621758
February 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	2	50.00%	50.00%						
February 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%						
February 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	9	25	36.00%	48.00%	6	108	5.56%	22.91%	3.572113	1.171691
February 2021	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	29	6.90%	25.34%	0	138	0.00%		1.89132	0.149841
February 2021	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,648	0.00%		0	10,368	0.00%			
February 2021	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	25	0.00%		67	8,122	0.82%	9.04%	-0.45531	-1.276809
February 2021	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		0	139	0.00%			
February 2021	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	381	0.00%		0	31	0.00%			
February 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	92	0.00%		0	31	0.00%			
February 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	234	0.43%	6.52%	0	144	0.00%		-0.30298	-1.184199
February 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	25	2,510	1.00%	9.93%	108	14,450	0.75%	8.61%	1.334841	-0.188474
February 2021	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,728	0.00%	0.00%						-3
February 2021	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	528	0.00%	0.00%						-3
February 2021	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,728	0.00%							
February 2021	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	528	0.00%							
February 2021	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	398	2	199.00	197.99	13,303	6	2217.17	1281.44	-1.928876	-2.172673
February 2021	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	2	2	100.00%	0.00%	1	6	16.67%	37.27%	3.719016	1.261001
February 2021	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	2	2	100.00%							
February 2021	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	15	3	5.00							
February 2021	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	3	3	100.00%	0.00%	21	22	95.45%	20.83%	-0.354562	-1.215558
February 2021	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	12	12	100.00%							
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	555.00	235	2.36							
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	1032.00	235	4.39							
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	1587.00	235	6.75							
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	479.00	229	2.09							
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1805.00	229	7.88							
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	431.00	230	1.87							
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1920.00	230	8.35							
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2351.00	230	10.22							
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	580.00	230	2.39							
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	764.00	230	3.32							
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	1344.00	230	5.84							
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	476.00	229	2.08							
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	774.00	229	3.38							
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	1250.00	229	5.46							
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	461.00	219	2.11							
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	700.00	219	3.20							
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	1161.00	219	5.30							

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February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	253.00	225	1.12							
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	1358.00	225	6.04							
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	1611.00	225	7.16							
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	645.00	231	2.79							
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	885.00	231	3.83							
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	1530.00	231	6.62							
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	492.00	228	2.16							
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	689.00	228	3.02							
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	1181.00	228	5.18							
February 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	449.70	72	6.24							
February 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	187.54	36	5.21							
February 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	238.41	36	6.62							
February 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	91.53	71	1.29							
February 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	86.87	71	1.22							
February 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	72.82	36	2.02							
February 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	168.71	36	4.69							
February 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	102.83	36	2.86							
February 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	402.66	36	11.18							
February 2021	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	81	99	81.82%							
February 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	1	1	100.00%							
February 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	12	27	44.44%							
February 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	81	83	97.59%							
February 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	1	1	100.00%							
February 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	12	12	100.00%							
February 2021	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	26.46	18	1.29							
February 2021	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	9	9	100.00%							
February 2021	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	13	13	100.00%							
February 2021	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	76	76	100.00%							
February 2021	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	14	14	100.00%							
February 2021	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	14	14	100.00%							
February 2021	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%							
January 2021	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	110	111	99.10%							
January 2021	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	86,823	86,823	100.00%							
January 2021	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	152	152	100.00%							
January 2021	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	92	93	98.92%							
January 2021	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	152	152	100.00%							
January 2021	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,657,267	1,646,756	1.01							
January 2021	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	570.26	2,653	0.21							
January 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%							
January 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,880	29,880	100.00%							
January 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,880	29,880	100.00%							
January 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840	100.00%							
January 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,565	41,565	100.00%							
January 2021	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,580	26,580	100.00%							
January 2021	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
January 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	0	1	0.00%							
January 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	5:30	1	5:30	0:00						
January 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	59:34	12	4:58	3:12	2103:26	85	24:45	35:44	-1.795139	-2.091367
January 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	1	0.00%	0.00%						
January 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	3	12	25.00%	43.30%	8	92	8.70%	28.18%	1.205535	-0.267087
January 2021	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	29	0.00%		1	138	0.72%	8.48%	-0.418235	-1.254269
January 2021	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,648	0.00%		0	10,368	0.00%			
January 2021	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	25	0.00%		63	8,288	0.76%	8.69%	-0.436936	-1.265639
January 2021	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		1	139	0.72%	8.45%	-0.084821	-1.051568
January 2021	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	383	0.00%		0	31	0.00%			
January 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	93	1.08%	10.31%	0	31	0.00%		-0.67449	-1.410061
January 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	235	0.00%		1	144	0.69%	8.30%	-0.790183	-1.480397
January 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	12	2,532	0.47%	6.87%	92	14,678	0.63%	7.89%	-0.900033	-1.547181
January 2021	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	1,728	0.01%	0.02%						-2.983333
January 2021	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	528	0.00%	0.00%						-3
January 2021	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,728	0.01%							
January 2021	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	528	0.00%							

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January 2021	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	626	3	208.67	149.13	13,196	6	2199.33	1268.69	-2.219002	-2.349057
January 2021	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	2	3	66.67%	47.14%	1	6	16.67%	37.27%	3.719016	1.261001
January 2021	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
January 2021	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	2	2	100.00%							
January 2021	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	5	1	5.00	0.00						
January 2021	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	10	2	5.00							
January 2021	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
January 2021	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	2	2	100.00%	0.00%	34	34	100.00%	0.00%		
January 2021	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	145	145	100.00%							
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	896.48	3,284	0.27							
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	749.73	1,656	0.45							
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	1646.21	3,284	0.50							
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	267.00	460	0.58							
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4939.50	460	10.74							
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	144.00	200	0.72							
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00	4,682	1.02							
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4920.00	200	24.60							
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	417.48	289	1.44							
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	32076.38	26,291	1.22							
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	32493.86	289	112.44							
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	471.50	468	1.01							
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	6957.50	468	14.87							
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1578.61	1,397	1.13							
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	6705.60	5,780	1.16							
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	8284.21	1,397	5.93							
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	392.07	1,120	0.35							
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	330.30	1,656	0.20							
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	722.37	1,120	0.65							
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	1535.16	4,951	0.31							
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	279.12	489	0.57							
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	8536.42	4,564	1.87							
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	10350.70	489	21.17							
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	224.70	414	0.54							
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	3369.08	414	8.14							
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	3593.78	414	8.68							
January 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
January 2021	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 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	787,093	9.50							
January 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54							
January 2021	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 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15							
January 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75							
January 2021	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 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722	3.46							
January 2021	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	120	141	85.11%							
January 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	2	100.00%							
January 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	55	63	87.30%							
January 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	120	126	95.24%							
January 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	2	100.00%							
January 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	55	55	100.00%							
January 2021	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	29:59	19	1:35							
January 2021	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	15	15	100.00%							
January 2021	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	55	55	100.00%							
January 2021	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	115	115	100.00%							
January 2021	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1	1	100.00%							
January 2021	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	8	8	100.00%							
January 2021	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	18	18	100.00%							
January 2021	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	1	1	100.00%							
December 2020	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	131	131	100.00%							
December 2020	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	112,233	112,233	100.00%							
December 2020	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	156	156	100.00%							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
December 2020	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	151	151	100.00%							
December 2020	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	156	156	100.00%							
December 2020	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,549,005	1,538,378	1.01							
December 2020	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	536.14	2,304	0.23							
December 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
December 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,561	30,600	96.60%							
December 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
December 2020	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
December 2020	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
December 2020	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,860	27,960	99.64%							
December 2020	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
December 2020	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	1	100.00%							
December 2020	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%						
December 2020	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	13:42	1	13:42	0:00	1817:19	62	29:19	35:53	-0.431606	-1.262398
December 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2:42	1	2:42	0:00						
December 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	30:02	1	30:02	0:00						
December 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	135:19	16	8:27	10:14	3213:07	92	34:56	77:05	-1.26775	-1.770738
December 2020	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/i MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	5	65	7.69%	26.65%	-0.28648	-1.174167
December 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%	0.00%						
December 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%						
December 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	2	16	12.50%	33.07%	7	99	7.07%	25.63%	0.346962	-0.789062
December 2020	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	29	0.00%		0	139	0.00%			
December 2020	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,624	0.00%		0	10,368	0.00%			
December 2020	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	26	3.85%	19.23%	77	8,479	0.91%	9.49%	0.795039	-0.516651
December 2020	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		0	140	0.00%			
December 2020	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	434	0.23%	4.79%	0	35	0.00%		-1.442172	-1.876779
December 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	95	0.00%		0	35	0.00%			
December 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	242	0.41%	6.41%	0	145	0.00%		-0.319491	-1.194237
December 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	16	2,590	0.62%	7.84%	99	14,946	0.66%	8.11%	-0.258466	-1.157136
December 2020	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/i MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	56	65	86.15%	34.54%	-0.397843	-1.241871
December 2020	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSr excl	LIS Trunk	Parity	N/A	0	1,704	0.00%	0.01%						-2.99662
December 2020	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSr excl	LIS Trunk	Parity	N/A	0	528	0.00%	0.00%						-3
December 2020	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSr excl	LIS Trunk	Diagnostic	N/A	0	1,704	0.00%							
December 2020	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSr excl	LIS Trunk	Diagnostic	N/A	0	528	0.00%							
December 2020	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	569	3	189.67	149.13	13,058	5	2611.60	764.53	-4.337783	-3.637185
December 2020	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	3	3	100.00%	0.00%	1	5	20.00%	40.00%	3.719016	1.261001
December 2020	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	0	2	0.00%							
December 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	2	2	100.00%	0.00%	27	28	96.43%	18.56%	-0.262937	-1.159854
December 2020	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	347	351	98.86%							
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	5490.26	16,827	0.33							
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	4009.65	6,807	0.59							
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	9499.91	16,827	0.56							
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1123.16	1,466	0.77							
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1140.12	1,466	0.78							
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	1111.35	1,424	0.78							
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	27.20	163	0.17							
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1138.55	1,424	0.80							
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	1784.92	1,487	1.20							
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	158.62	206	0.77							
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	1943.54	1,487	1.31							
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	4636.38	4,114	1.13							
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	11122.38	4,114	2.70							
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1090.63	872	1.25							
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	70.15	61	1.15							
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	1160.78	872	1.33							
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1922.08	3,507	0.55							
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	1855.46	5,246	0.35							
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	3777.54	3,507	1.08							
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	6.50	30	0.22							
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1351.01	1,450	0.93							
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	39.43	30	1.31							
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	1396.94	1,450	0.96							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2005.84	2,584	0.78							
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	14272.18	1,839	7.76							
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	16278.02	2,584	6.30							
December 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
December 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23							
December 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	787,094	9.50							
December 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54							
December 2020	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							
December 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15							
December 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75							
December 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80							
December 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722	3.46							
December 2020	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	134	172	77.91%							
December 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	3	3	100.00%							
December 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	14	14	100.00%							
December 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	134	140	95.71%							
December 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	3	3	100.00%							
December 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	14	14	100.00%							
December 2020	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	72:14	17	4:15							
December 2020	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	20	20	100.00%							
December 2020	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	14	14	100.00%							
December 2020	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	129	129	100.00%							
December 2020	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1	1	100.00%							
December 2020	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	27	27	100.00%							
December 2020	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	0	2	0.00%	0.00%						
November 2020	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	79	79	100.00%							
November 2020	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	111,955	111,955	100.00%							
November 2020	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	161	161	100.00%							
November 2020	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	148	148	100.00%							
November 2020	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	161	161	100.00%							
November 2020	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,541,745	1,531,760	1.01							
November 2020	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	782.47	1,982	0.39							
November 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	28,980	28,980	100.00%							
November 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	28,870	28,980	99.62%							
November 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	28,980	28,980	100.00%							
November 2020	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,460	41,460	100.00%							
November 2020	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,380	40,380	100.00%							
November 2020	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	25,800	25,800	100.00%							
November 2020	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
November 2020	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%						
November 2020	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	1	100.00%							
November 2020	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	1	100.00%							
November 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	6:24	1	6:24	0:00						
November 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1:50	1	1:50	0:00						
November 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	3:24	1	3:24	0:00						
November 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	43.07	11	3:55	2:08	4972:21	126	39:28	52:25	-2.156753	-2.311213
November 2020	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%						
November 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%	0.00%						
November 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	1	0.00%	0.00%						
November 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	11	0.00%	0.00%	17	138	12.32%	32.87%	-1.196395	-1.727356
November 2020	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	29	3.45%	18.25%	0	139	0.00%		0.943866	-0.42617
November 2020	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,624	0.00%		0	10,584	0.00%			
November 2020	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	26	0.00%		111	8,687	1.28%	11.23%	-0.579238	-1.352152
November 2020	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		0	140	0.00%			
November 2020	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	437	0.23%	4.78%	0	35	0.00%		-1.445544	-1.878828
November 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	100	1.00%	9.95%	0	35	0.00%		-0.645631	-1.392516
November 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	245	0.00%		0	145	0.00%			
November 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	11	2,643	0.42%	6.44%	138	15,232	0.91%	9.48%	-2.453197	-2.491438
November 2020	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,704	0.00%	0.00%						-3
November 2020	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	528	0.00%	0.00%						-3
November 2020	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,704	0.00%							
November 2020	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	528	0.00%							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
November 2020	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	507	2	253.50	36.06	13,153	9	1461.44	1440.53	-1.072664	-1.652133
November 2020	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	2	2	100.00%	0.00%	4	9	44.44%	49.69%	3.719016	1.261001
November 2020	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%						
November 2020	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	1	1	100.00%							
November 2020	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	7	7	100.00%							
November 2020	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	10	2	5.00							
November 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%						
November 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1	100.00%	0.00%						
November 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	4	7	57.14%	49.49%	37	39	94.87%	22.06%	2.055169	0.249454
November 2020	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	52	52	100.00%							
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	1782.40	5,092	0.35							
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	1459.04	2,805	0.52							
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	3241.44	5,092	0.64							
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	107.51	168	0.64							
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	116.33	168	0.69							
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	98.39	127	0.77							
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	14.54	10	1.45							
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	112.93	127	0.89							
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	160.02	106	1.50							
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	63.70	54	1.19							
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	223.72	106	2.11							
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	1075.77	1,397	0.77							
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	7561.77	1,397	5.41							
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	68.80	62	1.11							
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	68.63	59	1.16							
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	137.43	62	2.22							
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	752.12	2,032	0.37							
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	625.67	2,986	0.21							
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	1377.79	2,032	0.68							
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	3.89	11	0.35							
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	33.26	47	0.71							
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	27.48	14	1.96							
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	64.63	47	1.38							
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	445.17	790	0.56							
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	29067.12	3,746	7.76							
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	29512.29	790	37.36							
November 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
November 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23							
November 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	787,094	9.50							
November 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54							
November 2020	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							
November 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15							
November 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75							
November 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80							
November 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722	3.46							
November 2020	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	89	111	80.18%							
November 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	4	4	100.00%							
November 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	57	61	93.44%							
November 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	89	93	95.70%							
November 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	4	4	100.00%							
November 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	57	57	100.00%							
November 2020	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	54.17	15	3.37							
November 2020	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	12	12	100.00%							
November 2020	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	57	57	100.00%							
November 2020	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	86	86	100.00%							
November 2020	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1	1	100.00%							
November 2020	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	4	4	100.00%							
November 2020	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	19	19	100.00%							
October 2020	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	121	122	99.18%							
October 2020	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	117,228	117,228	100.00%							
October 2020	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	163	163	100.00%							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
October 2020	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	150	150	100.00%	0.00%	1,720	1,723	99.83%	4.17%	-0.490587	-1.298256
October 2020	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	163	163	100.00%							
October 2020	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,273,482	2,259,821	1.01							
October 2020	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	479.44	2,071	0.23							
October 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,420	30,420	100.00%							
October 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,420	30,420	100.00%							
October 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,420	30,420	100.00%							
October 2020	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,140	43,140	100.00%							
October 2020	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,925	41,925	100.00%							
October 2020	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,660	27,660	100.00%							
October 2020	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
October 2020	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
October 2020	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
October 2020	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	0	3	0.00%							
October 2020	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	3	100.00%	0.00%						
October 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3:22	1	3:22	0:00						
October 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	47:16	1	47:16	0:00						
October 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	33:07	3	11:02	6:48						
October 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2:15	3	0:45	0:36						
October 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	162:18	19	8:33	8:33	3396:53	122	27:51	27:08	-2.884204	-2.753472
October 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
October 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
October 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	3	0.00%	0.00%						
October 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	3	0.00%	0.00%						
October 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	2	19	10.53%	30.69%	20	141	14.18%	34.89%	-0.429033	-1.260834
October 2020	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	30	3.33%	17.95%	0	139	0.00%		0.924878	-0.437714
October 2020	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	12,624	0.01%	0.89%	0	10,632	0.00%			
October 2020	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	26	0.00%		108	8,835	1.22%	10.99%	-0.566406	-1.34435
October 2020	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		0	140	0.00%			
October 2020	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	437	0.69%	8.26%	0	35	0.00%		-0.817663	-1.497104
October 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	100	0.00%		0	35	0.00%			
October 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	3	246	1.22%	10.98%	0	145	0.00%		0.681071	-0.585939
October 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	19	2,677	0.71%	8.39%	141	15,504	0.91%	9.49%	-1.00507	-1.611039
October 2020	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,704	0.00%	0.00%						-3
October 2020	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	528	0.00%	0.00%						-3
October 2020	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,704	0.00%							
October 2020	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	528	0.00%							
October 2020	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	469	2	234.50	36.06	13,078	11	1188.91	1402.75	-0.885103	-1.538104
October 2020	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	2	2	100.00%	0.00%	6	11	54.55%	49.79%	3.719016	1.261001
October 2020	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	3	4	75.00%	43.30%	-0.666667	-1.405305
October 2020	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	0	1	0.00%							
October 2020	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
October 2020	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	2	2	100.00%							
October 2020	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	4	1	4.00							
October 2020	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	1	1	1.00							
October 2020	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	10	2	5.00							
October 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	4	4	100.00%	0.00%		
October 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1	100.00%	0.00%						
October 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
October 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	2	2	100.00%	0.00%	42	43	97.67%	15.07%	-0.213313	-1.129685
October 2020	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	245	245	100.00%							
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	1782.40	4,951	0.36							
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	1459.04	2,806	0.52							
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	3241.44	4,951	0.65							
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	107.51	185	0.58							
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	116.33	185	0.63							
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	98.39	137	0.72							
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	14.54	14	1.02							
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	112.93	137	0.83							
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	160.02	114	1.40							
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	63.70	52	1.22							
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	223.72	114	1.96							
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	1075.77	1,515	0.71							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	7561.77	1,515	4.99							
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	68.80	62	1.11							
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	68.63	42	1.62							
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	137.43	62	2.22							
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	752.12	2,149	0.35							
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	625.67	2,986	0.21							
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	1377.79	2,149	0.64							
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	3.89	13	0.31							
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	33.26	58	0.57							
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	27.48	15	1.87							
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	64.63	58	1.11							
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	445.17	790	0.56							
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	29067.12	3,746	7.76							
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	29512.29	790	37.36							
October 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
October 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23							
October 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	787,094	9.50							
October 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54							
October 2020	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							
October 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15							
October 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75							
October 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80							
October 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722	3.46							
October 2020	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	66	83	79.52%							
October 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	4	4	100.00%							
October 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	37	47	78.72%							
October 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	66	69	95.65%							
October 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	4	4	100.00%							
October 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	37	37	100.00%							
October 2020	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	14:45	7	2:06							
October 2020	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	32	32	100.00%							
October 2020	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	34	34	100.00%							
October 2020	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	65	65	100.00%							
October 2020	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	4	4	100.00%							
October 2020	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	12	12	100.00%							
October 2020	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	14	14	100.00%							
October 2020	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	4	4	100.00%							
October 2020	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	0	1	0.00%	0.00%						
September 2020	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	113	113	100.00%							
September 2020	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	82,845	82,845	100.00%							
September 2020	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	205	205	100.00%							
September 2020	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	134	134	100.00%	0.00%	1,707	1,728	98.78%	10.96%	-1.236879	-1.751969
September 2020	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	205	205	100.00%							
September 2020	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,753,838	1,741,136	1.01							
September 2020	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	499.92	2,118	0.24							
September 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	29,520	100.00%							
September 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
September 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,520	29,520	100.00%							
September 2020	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
September 2020	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%							
September 2020	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880	100.00%							
September 2020	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
September 2020	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	0	2	0.00%							
September 2020	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	1	100.00%	0.00%	17	31	54.84%	49.77%	-0.893193	-1.543023
September 2020	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	92:51	2	46:25	28:53	3454:28	117	29:32	28:57	0.892733	-0.457257
September 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	23:45	2	11:52	8:19						
September 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	147:32	15	9:50	16:29	5281:27	168	31:26	31:01	-2.584199	-2.571081
September 2020	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/i MSA	Residence	Parity	N/A	0	2	0.00%	0.00%	17	126	13.49%	34.16%	-0.554123	-1.336883
September 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	2	0.00%	0.00%						
September 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	15	0.00%	0.00%	24	186	12.90%	33.52%	-1.43401	-1.871816
September 2020	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	31	0.00%		1	139	0.72%	8.45%	-0.428572	-1.260554

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
September 2020	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,576	0.00%		0	10,584	0.00%			
September 2020	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	2	26	7.69%	26.65%	149	8,991	1.66%	12.77%	1.4781	-0.101379
September 2020	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		1	140	0.71%	8.42%	-0.084518	-1.051383
September 2020	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	440	0.45%	6.73%	0	35	0.00%		-1.071007	-1.651126
September 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	101	0.00%		0	35	0.00%			
September 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	251	0.00%		1	145	0.69%	8.28%	-0.798899	-1.485696
September 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	15	2,712	0.55%	7.42%	186	15,687	1.19%	10.82%	-2.810276	-2.708526
September 2020	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/ MSA	Residence	Parity	N/A	2	2	100.00%	0.00%	109	126	86.51%	34.16%	-0.554123	-1.336883
September 2020	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,704	0.02%	0.11%						-2.945915
September 2020	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	528	0.00%	0.00%						-3
September 2020	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,704	0.02%							
September 2020	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	528	0.00%							
September 2020	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	425	2	212.50	36.06	12,929	11	1175.36	1390.52	-0.900797	-1.547646
September 2020	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	2	2	100.00%	0.00%	7	11	63.64%	48.10%	3.719016	1.261001
September 2020	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
September 2020	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	3	3	100.00%							
September 2020	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	15	3	5.00							
September 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
September 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	3	3	100.00%	0.00%	48	52	92.31%	26.65%	-0.486172	-1.295572
September 2020	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	451	451	100.00%							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	1205.80	3,890	0.31							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	1068.39	1,874	0.57							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	2274.19	3,890	0.58							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	96.08	175	0.55							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	104.17	175	0.60							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	96.08	169	0.57							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	12.67	79	0.16							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	108.75	169	0.65							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	138.24	107	1.29							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	56.31	40	1.40							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	194.55	107	1.82							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	792.75	1,367	0.58							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	7278.75	1,367	5.33							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	36.28	32	1.13							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	3.33	32	0.10							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	39.61	32	1.24							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	515.22	1,777	0.29							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	407.17	1,939	0.21							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	922.39	1,777	0.52							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	5.63	17	0.33							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	38.45	74	0.52							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	21.46	11	1.96							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	65.54	74	0.89							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	287.56	512	0.56							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	5463.20	710	7.70							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	5750.76	512	11.23							
September 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
September 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23							
September 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	782,973	9.55							
September 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54							
September 2020	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							
September 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15							
September 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75							
September 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80							
September 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722	3.46							
September 2020	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	83	98	84.69%							
September 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	1	1	100.00%							
September 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	28	39	71.79%							
September 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	83	83	100.00%							
September 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	1	1	100.00%							
September 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	28	28	100.00%							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
September 2020	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	46:27	18	2:35							
September 2020	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	8	8	100.00%							
September 2020	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	28	28	100.00%							
September 2020	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	82	82	100.00%							
September 2020	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1	1	100.00%							
September 2020	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	11	11	100.00%							
September 2020	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	12	12	100.00%							
September 2020	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	1	1	100.00%							
August 2020	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	109	109	100.00%							
August 2020	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	76,075	76,075	100.00%							
August 2020	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	200	200	100.00%							
August 2020	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	134	134	100.00%	0.00%	1,531	1,540	99.42%	7.62%	-0.851273	-1.517537
August 2020	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	200	200	100.00%							
August 2020	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,690,634	1,677,763	1.01							
August 2020	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	577.88	2,358	0.25							
August 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%							
August 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,880	29,880	100.00%							
August 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,880	29,880	100.00%							
August 2020	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840	100.00%							
August 2020	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,565	41,565	100.00%							
August 2020	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,580	26,580	100.00%							
August 2020	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
August 2020	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	0	1	0.00%							
August 2020	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	4	75.00%	43.30%						
August 2020	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	23:45	1	23:45	0:00	14820:30	136	108:58	553:07	-0.153518	-1.093332
August 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	10:07	1	10:07	0:00						
August 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	43:38	4	10:54	17:43						
August 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	268:10	32	8:23	6:56	16866:27	197	85:37	460:39	-0.879721	-1.534832
August 2020	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/i MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	29	145	20.00%	40.00%	-0.498285	-1.302936
August 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%	0.00%						
August 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	4	0.00%	0.00%						
August 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	4	32	12.50%	33.07%	45	214	21.03%	40.75%	-1.104149	-1.671275
August 2020	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	32	0.00%		0	139	0.00%			
August 2020	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,552	0.00%		3	10,680	0.03%	1.68%	-1.273312	-1.774119
August 2020	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	26	3.85%	19.23%	168	9,114	1.84%	13.45%	0.292725	-0.822036
August 2020	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		0	140	0.00%			
August 2020	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	453	0.22%	4.69%	0	35	0.00%		-1.46309	-1.889496
August 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	104	0.00%		0	35	0.00%			
August 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	4	258	1.55%	12.35%	0	145	0.00%		0.967807	-0.411615
August 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	32	2,754	1.16%	10.72%	214	15,874	1.35%	11.53%	-0.782052	-1.475454
August 2020	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/i MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	116	145	80.00%	40.00%	-0.498285	-1.302936
August 2020	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	1,704	0.00%	0.00%						-3
August 2020	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	504	0.00%	0.00%						-3
August 2020	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,704	0.00%							
August 2020	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	528	0.06%							
August 2020	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	383	2	191.50	36.06	12,789	11	1162.64	1379.38	-0.915871	-1.55681
August 2020	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	2	2	100.00%	0.00%	5	11	45.45%	49.79%	3.719016	1.261001
August 2020	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%	2	3	66.67%	47.14%	-0.92582	-1.562859
August 2020	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	2	2	100.00%							
August 2020	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	2	2	100.00%							
August 2020	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	9	1	9.00	0.00						
August 2020	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	6	2	3.00							
August 2020	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	10	2	5.00							
August 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%	4	4	100.00%	0.00%		
August 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	2	100.00%	0.00%						
August 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	2	2	100.00%	0.00%	32	36	88.89%	31.43%	-0.486664	-1.295871
August 2020	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	191	191	100.00%							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	3286.28	8,426	0.39							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	7545.61	13,719	0.55							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	10831.89	8,426	1.29							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	739.59	1,680	0.44							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	846.46	1,680	0.50							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	491.52	1,068	0.46							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	97.84	36	2.71							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	589.36	1,068	0.55							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	1244.14	691	1.80							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	231.60	129	1.80							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	1475.74	691	2.14							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	3143.75	6,549	0.48							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	9629.75	6,549	1.47							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	434.59	338	1.12							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	142.76	39	3.59							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	577.35	338	1.71							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1358.89	5,436	0.25							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	2272.86	10,823	0.21							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	3631.75	5,436	0.67							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	23.00	56	0.41							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	251.48	598	0.42							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	286.95	120	2.39							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	561.43	598	0.94							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	685.11	1,142	0.60							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	1302.71	169	7.70							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	1987.82	1,142	1.74							
August 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
August 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23							
August 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	782,154	9.56							
August 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54							
August 2020	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							
August 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15							
August 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75							
August 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80							
August 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722	3.46							
August 2020	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	76	108	70.37%							
August 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	4	6	66.67%							
August 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	20	29	68.97%							
August 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	76	81	93.83%							
August 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	4	4	100.00%							
August 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	20	22	90.91%							
August 2020	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	42:27	18	2:22							
August 2020	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	4	4	100.00%							
August 2020	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	19	19	100.00%							
August 2020	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	74	74	100.00%							
August 2020	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1	2	50.00%							
August 2020	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	7	7	100.00%							
August 2020	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	24	24	100.00%							
August 2020	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	1	1	100.00%							
July 2020	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	118	120	98.33%							
July 2020	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	78,211	78,211	100.00%							
July 2020	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	207	207	100.00%							
July 2020	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	120	120	100.00%	0.00%	1,602	1,606	99.75%	4.98%	-0.52801	-1.321007
July 2020	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	207	207	100.00%							
July 2020	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,114,969	2,101,003	1.01							
July 2020	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	468.45	1,964	0.24							
July 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
July 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
July 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
July 2020	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
July 2020	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
July 2020	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
July 2020	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
July 2020	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	0	2	0.00%	0.00%		
July 2020	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	4	25.00%							
July 2020	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	2	50.00%							

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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 2020	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	4	9	44.44%	49.69%	0	2	0.00%	0.00%		
July 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0:01	1	0:01	0:00	28:23	2	14:11	9:59	-1.159471	-1.704909
July 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	33:46	4	8:26	9:07						
July 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4:05	2	2:03	2:52						
July 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	50:38	9	5:38	5:04	28:23	2	14:11	9:59	-1.09771	-1.66736
July 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	156:07	22	7:06	5:50	8960:31	193	46:26	89:05	-1.961883	-2.19274
July 2020	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	2	0.00%	0.00%		
July 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	4	0.00%	0.00%						
July 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	2	0.00%	0.00%						
July 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	9	33.33%	47.14%	0	2	0.00%	0.00%	-0.02279	-1.013855
July 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	5	22	22.73%	41.91%	38	206	18.45%	38.79%	0.247579	-0.849483
July 2020	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	32	3.13%	17.40%	2	139	1.44%	11.91%	0.087625	-0.946728
July 2020	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,264	0.00%		0	10,488	0.00%			
July 2020	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	26	0.00%		168	9,246	1.82%	13.36%	-0.692686	-1.421123
July 2020	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		2	140	1.43%	11.87%	-0.119958	-1.072929
July 2020	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4	455	0.88%	9.33%	0	35	0.00%		-0.651887	-1.396319
July 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	113	1.77%	13.19%	0	35	0.00%		-0.206307	-1.125426
July 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	9	264	3.41%	18.15%	2	145	1.38%	11.66%	0.885535	-0.461633
July 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	22	2,779	0.79%	8.86%	206	16,084	1.28%	11.24%	-2.117472	-2.287332
July 2020	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,704	0.03%	0.16%						-2.916338
July 2020	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	528	0.00%	0.00%						-3
July 2020	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,704	0.03%							
July 2020	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	528	0.00%							
July 2020	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	341	2	170.50	36.06	12,587	9	1398.56	1397.94	-1.12375	-1.683191
July 2020	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	2	2	100.00%	0.00%	4	9	44.44%	49.69%	3.719016	1.261001
July 2020	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	4	4	100.00%	0.00%		
July 2020	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	1	1	100.00%							
July 2020	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	2	2	100.00%							
July 2020	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	3	1	3.00							
July 2020	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	20	4	5.00							
July 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	7	7	100.00%	0.00%		
July 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1	100.00%	0.00%						
July 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	4	4	100.00%	0.00%	44	45	97.78%	14.74%	-0.288943	-1.175665
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	1782.40	6,166	0.29							
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	1459.04	3,316	0.44							
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	3241.44	6,166	0.53							
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	107.51	145	0.74							
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	116.33	145	0.80							
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	98.39	86	1.14							
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	14.54	81	0.18							
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	112.93	86	1.31							
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	160.02	145	1.10							
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	63.70	140	0.46							
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	223.72	145	1.54							
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	1075.77	1,007	1.07							
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	7561.77	1,007	7.51							
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	68.80	62	1.11							
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	68.63	59	1.16							
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	137.43	62	2.22							
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	752.12	1,496	0.50							
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	625.67	2,986	0.21							
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	1377.79	1,496	0.92							
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	3.89	21	0.19							
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	33.26	44	0.76							
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	27.48	21	1.31							
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	64.63	44	1.47							
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	445.17	790	0.56							
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	29067.12	3,746	7.76							
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	29512.29	790	37.36							
July 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
July 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23							
July 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	787,094	9.50							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
July 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54							
July 2020	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							
July 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15							
July 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75							
July 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80							
July 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722	3.46							
July 2020	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	115	144	79.86%							
July 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	3	66.67%							
July 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	20	24	83.33%							
July 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	115	119	96.64%							
July 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	2	100.00%							
July 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	20	20	100.00%							
July 2020	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	23:11	18	1:17							
July 2020	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	2	2	100.00%							
July 2020	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	19	19	100.00%							
July 2020	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	110	110	100.00%							
July 2020	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1	1	100.00%							
July 2020	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	4	4	100.00%							
July 2020	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	25	25	100.00%							
July 2020	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	6	6	100.00%							



Qwest Corporation (Qwest or CTL-Q) Performance Results

North Dakota July 2020 - July 2021

Statistical parameters used to calculate whether PAP standards have been met or missed, and any applicable PAP payments, are sometimes required to be different than those used to calculate performance in this report. See the Reading Reports link on CenturyLink's Wholesale Website for details.

August 11, 2021

CenturyLink QC Performance Results – Current 271 PID

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score
July 2021	Billing	BI-2	Invoices Delivered within 10 Days	All	Diagnostic	N/A	12	12	100.00%						
July 2021	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	100,482	100,482	100.00%						
July 2021	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	120	120	100.00%						
July 2021	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	137	137	100.00%						
July 2021	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	120	120	100.00%						
July 2021	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,354,534	1,344,741	1.01						
July 2021	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	235.78	984	0.24						
July 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	GUI	Diagnostic	N/A	44,640	44,640	100.00%						
July 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	44,640	44,640	100.00%						
July 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,140	43,140	100.00%						
July 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,925	41,925	100.00%						
July 2021	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,660	27,660	100.00%						
July 2021	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0							
July 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%					
July 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	0	4	0.00%						
July 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	2	50.00%						
July 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	2	50.00%	50.00%					
July 2021	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	1	100.00%	0.00%	18	38	47.37%	49.93%	-1.040491
July 2021	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	25:33	1	25:33	0:00	14048:02	103	136:23	849:25	-0.12986
July 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2:39	1	2:39	0:00					
July 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	81:42	4	20:25	12:06					
July 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	5:15	2	2:37	3:41					
July 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	12:25	2	6:12	8:44					
July 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	435:36	30	14:31	17:00	32822:16	155	211:45	1117:58	-0.884499
July 2021	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	20	5.00%	21.79%	0	118	0.00%		1.05844
July 2021	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,648	0.00%		0	9,672	0.00%		
July 2021	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	23	4.35%	20.39%	127	7,510	1.69%	12.89%	0.450558
July 2021	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		0	122	0.00%		
July 2021	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4	349	1.15%	10.64%	0	27	0.00%		-0.647447
July 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	89	2.25%	14.82%	0	27	0.00%		-0.220108
July 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	2	217	0.92%	9.56%	0	122	0.00%		0.229939
July 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	30	2,339	1.28%	11.25%	173	13,452	1.29%	11.27%	-0.013687
July 2021	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/i MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	95	111	85.59%	35.12%	-0.408555
July 2021	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	1,728	0.00%	0.01%					
July 2021	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	528	0.00%	0.00%					
July 2021	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,728	0.00%						
July 2021	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	528	0.00%						
July 2021	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	3	3	100.00%	0.00%	
July 2021	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	4	1	4.00	0.00					
July 2021	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	91	91	100.00%						
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	91.00	53	1.72						
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	285.00	53	5.38						
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	376.00	53	7.09						
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	104.00	53	1.96						
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	296.00	53	5.58						
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	79.00	53	1.49						
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	544.00	53	10.26						
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	623.00	53	11.75						
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	117.00	53	2.21						
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	399.00	53	7.53						
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	516.00	53	9.74						
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	101.00	52	1.94						
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	186.00	52	3.58						
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	287.00	52	5.52						
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	76.00	51	1.49						
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	180.00	51	3.53						
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	256.00	51	5.02						
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	57.00	54	1.06						
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	339.00	54	6.28						
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	396.00	54	7.33						
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	122.00	54	2.26						
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	317.00	54	5.87						
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	439.00	54	8.13						
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	105.00	53	1.98						

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	174.00	53	3.28						
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	279.00	53	5.26						
July 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	1274.37	210	6.07						
July 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	324.49	105	3.09						
July 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	693.77	105	6.61						
July 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	1818.96	210	8.66						
July 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	979.93	210	4.67						
July 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	373.89	105	3.56						
July 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	513.76	105	4.89						
July 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	466.54	105	4.44						
July 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	692.22	105	6.59						
July 2021	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	51	72	70.83%						
July 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	2	100.00%						
July 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	29	38	76.32%						
July 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	51	58	87.93%						
July 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	2	100.00%						
July 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	29	29	100.00%						
July 2021	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	27:01	16	1:41						
July 2021	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	2	2	100.00%						
July 2021	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	30	30	100.00%						
July 2021	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	49	49	100.00%						
July 2021	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	8	8	100.00%						
July 2021	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	12	12	100.00%						
July 2021	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	3	4	75.00%						
June 2021	Billing	BI-2	Invoices Delivered within 10 Days	All	Diagnostic	N/A	6	6	100.00%						
June 2021	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	102,420	102,420	100.00%						
June 2021	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	130	130	100.00%						
June 2021	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	78	79	98.73%						
June 2021	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	130	130	100.00%						
June 2021	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,530,520	1,520,659	1.01						
June 2021	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	267.65	1,185	0.23						
June 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	GUI	Diagnostic	N/A	43,200	43,200	100.00%						
June 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	43,200	43,200	100.00%						
June 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%						
June 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%						
June 2021	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880	100.00%						
June 2021	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0							
June 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	2	2	100.00%	0.00%	
June 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	0	1	0.00%						
June 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	4	0.00%	0.00%	2	2	100.00%	0.00%	1.501086
June 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0:08	1	0:08	0:00	4:35	2	2:18	1:02	-1.718784
June 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4:41	1	4:41	0:00					
June 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	42:40	4	10:40	8:21	4:35	2	2:18	1:02	1.654628
June 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	113:08	14	8:05	5:34	14917:18	147	101:29	684:41	-0.487703
June 2021	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	2	0.00%	0.00%	
June 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%	0.00%					
June 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	4	25.00%	43.30%	0	2	0.00%	0.00%	-0.430727
June 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	2	14	14.29%	34.99%	30	169	17.75%	38.21%	-0.326137
June 2021	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	21	4.76%	21.30%	2	122	1.64%	12.70%	0.302079
June 2021	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,576	0.00%		0	10,416	0.00%		
June 2021	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	24	0.00%		123	7,636	1.61%	12.59%	-0.62585
June 2021	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		2	127	1.57%	12.45%	-0.125996
June 2021	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	356	0.28%	5.29%	0	27	0.00%		-1.472106
June 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	89	0.00%		0	27	0.00%		
June 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	4	221	1.81%	13.33%	2	127	1.57%	12.45%	-0.2982
June 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	14	2,363	0.59%	7.67%	169	13,644	1.24%	11.06%	-2.621985
June 2021	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,728	0.00%	0.02%					
June 2021	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	528	0.00%	0.00%					
June 2021	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,728	0.00%						
June 2021	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	528	0.00%						
June 2021	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%	
June 2021	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%					
June 2021	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	5	1	5.00						
June 2021	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	2	2	100.00%	0.00%	

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score
June 2021	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%					
June 2021	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	166	166	100.00%						
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	3295.00	1,395	2.36						
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	6847.00	1,395	4.91						
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	10142.00	1,395	7.27						
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3012.00	1,380	2.18						
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	12641.00	1,380	9.16						
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	2564.00	1,378	1.86						
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	11809.00	1,378	8.57						
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	14373.00	1,378	10.43						
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3314.00	1,381	2.40						
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	9642.00	1,381	6.98						
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	12956.00	1,381	9.38						
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	2975.00	1,377	2.16						
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	4751.00	1,377	3.45						
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	7726.00	1,377	5.61						
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2656.00	1,286	2.07						
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	4378.00	1,286	3.40						
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	7034.00	1,286	5.47						
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1699.00	1,353	1.26						
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8406.00	1,353	6.21						
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	10105.00	1,353	7.47						
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	3782.00	1,381	2.74						
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	7152.00	1,381	5.18						
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	10934.00	1,381	7.92						
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2932.00	1,378	2.13						
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	4356.00	1,378	3.16						
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	7288.00	1,378	5.29						
June 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	766.47	126	6.08						
June 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	277.06	63	4.40						
June 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	428.83	63	6.81						
June 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	193.74	126	1.54						
June 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	398.29	126	3.16						
June 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	303.40	63	4.82						
June 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	328.24	63	5.21						
June 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	284.61	63	4.52						
June 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	485.72	63	7.71						
June 2021	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	58	79	73.42%						
June 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	5	5	100.00%						
June 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	13	23	56.52%						
June 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	58	58	100.00%						
June 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	5	5	100.00%						
June 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	13	13	100.00%						
June 2021	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	46:27	20	2:19						
June 2021	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	5	5	100.00%						
June 2021	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	15	15	100.00%						
June 2021	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	57	57	100.00%						
June 2021	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	10	10	100.00%						
June 2021	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	13	13	100.00%						
June 2021	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	1	1	100.00%						
May 2021	Billing	BI-2	Invoices Delivered within 10 Days	All	Diagnostic	N/A	7	7	100.00%						
May 2021	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	95,299	95,299	100.00%						
May 2021	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	136	136	100.00%						
May 2021	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	110	110	100.00%						
May 2021	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	136	136	100.00%						
May 2021	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,584,460	1,573,779	1.01						
May 2021	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	345.94	1,635	0.21						
May 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	GUI	Diagnostic	N/A	44,640	44,640	100.00%						
May 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	44,640	44,640	100.00%						
May 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840	100.00%						
May 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,565	41,565	100.00%						
May 2021	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,580	26,580	100.00%						
May 2021	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0							
May 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%					

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score
May 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	2	50.00%						
May 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%					
May 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	16:43	2	8:22	0:01					
May 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	7:51	2	3:55	0:12					
May 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	6:44	1	6:44	0:00					
May 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	78:05	11	7:06	6:15	3041:05	107	28:25	27:25	-2.455577
May 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%					
May 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	2	0.00%	0.00%					
May 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%					
May 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	1	11	9.09%	28.75%	19	126	15.08%	35.78%	-0.532277
May 2021	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	24	8.33%	27.64%	0	130	0.00%		1.987608
May 2021	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,480	0.00%		0	10,032	0.00%		
May 2021	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	24	0.00%		95	7,760	1.22%	11.00%	-0.544554
May 2021	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		0	136	0.00%		
May 2021	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	364	0.55%	7.39%	0	27	0.00%		-1.10998
May 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	90	0.00%		0	27	0.00%		
May 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	225	0.44%	6.65%	0	136	0.00%		-0.314077
May 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	11	2,402	0.46%	6.75%	126	13,854	0.91%	9.49%	-2.152003
May 2021	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,728	0.00%	0.00%					
May 2021	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	528	0.00%	0.00%					
May 2021	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,728	0.00%						
May 2021	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	528	0.00%						
May 2021	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	25	25	100.00%						
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	2678.00	1,130	2.37						
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	5301.00	1,130	4.69						
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	7979.00	1,130	7.06						
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	2414.00	1,116	2.16						
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	10411.00	1,116	9.33						
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	2100.00	1,116	1.88						
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	9301.00	1,116	8.33						
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	11401.00	1,116	10.22						
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2684.00	1,117	2.40						
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7556.00	1,117	6.76						
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10240.00	1,117	9.17						
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	2374.00	1,116	2.13						
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	3799.00	1,116	3.40						
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	6173.00	1,116	5.53						
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2130.00	1,039	2.05						
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	3518.00	1,039	3.39						
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	5648.00	1,039	5.44						
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1314.00	1,097	1.20						
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	6744.00	1,097	6.15						
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	8058.00	1,097	7.35						
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	3059.00	1,118	2.74						
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	5620.00	1,118	5.03						
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	8679.00	1,118	7.76						
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2391.00	1,115	2.14						
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	3527.00	1,115	3.16						
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	5918.00	1,115	5.31						
May 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	1368.90	210	6.52						
May 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	884.27	105	8.42						
May 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	623.10	105	5.93						
May 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	257.14	210	1.22						
May 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	735.72	210	3.50						
May 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	594.51	105	5.66						
May 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	532.68	105	5.07						
May 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	504.74	105	4.81						
May 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	873.36	105	8.32						
May 2021	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	62	82	75.61%						
May 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	29	36	80.56%						
May 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	62	65	95.38%						
May 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	29	29	100.00%						
May 2021	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	57:32	17	3:23						
May 2021	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	30	30	100.00%						

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score
May 2021	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	60	60	100.00%						
May 2021	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	8	8	100.00%						
May 2021	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	18	18	100.00%						
May 2021	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%						
April 2021	Billing	BI-2	Invoices Delivered within 10 Days	All	Diagnostic	N/A	8	8	100.00%						
April 2021	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	105,129	105,129	100.00%						
April 2021	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	142	142	100.00%						
April 2021	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	102	102	100.00%						
April 2021	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	142	142	100.00%						
April 2021	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,665,738	1,654,464	1.01						
April 2021	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	360.66	1,632	0.22						
April 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	GUI	Diagnostic	N/A	43,200	43,200	100.00%						
April 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	43,200	43,200	100.00%						
April 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%						
April 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%						
April 2021	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880	100.00%						
April 2021	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0							
April 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	4	50.00%						
April 2021	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	8	8	100.00%	0.00%	19	29	65.52%	47.53%	-1.816629
April 2021	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	2:06	1	2:06	0:00	2392:49	57	41:59	44:41	-0.884813
April 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	19:28	4	4:52	2:49					
April 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	78:56	9	8:46	8:12	3785:00	101	37:29	42:05	-1.960466
April 2021	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/i MSA	Residence	Parity	N/A	1	3	33.33%	47.14%	7	60	11.67%	32.10%	0.414233
April 2021	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 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	1	9	11.11%	31.43%	11	108	10.19%	30.25%	-0.348171
April 2021	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	27	0.00%		0	137	0.00%		
April 2021	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,408	0.00%		0	10,056	0.00%		
April 2021	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	3	24	12.50%	33.07%	76	7,890	0.96%	9.77%	2.935301
April 2021	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		0	138	0.00%		
April 2021	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4	373	1.07%	10.30%	0	27	0.00%		-0.691271
April 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	90	0.00%		0	27	0.00%		
April 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	230	0.00%		0	143	0.00%		
April 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	9	2,431	0.37%	6.07%	108	14,049	0.77%	8.73%	-2.077176
April 2021	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/i MSA	Residence	Parity	N/A	3	3	100.00%	0.00%	50	60	83.33%	37.27%	-0.755929
April 2021	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	1,728	0.00%	0.00%					
April 2021	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	528	0.00%	0.00%					
April 2021	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,728	0.00%						
April 2021	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	528	0.00%						
April 2021	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	384	1	384.00	0.00	13,595	6	2265.83	1290.43	-1.350123
April 2021	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	1	1	100.00%	0.00%	1	6	16.67%	37.27%	3.719016
April 2021	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	93	93	100.00%						
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	1770.00	814	2.17						
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	3626.00	814	4.45						
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	5396.00	814	6.63						
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1679.00	809	2.08						
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	6905.00	809	8.54						
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	1467.00	810	1.81						
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	6571.00	810	8.11						
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	8038.00	810	9.92						
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	1892.00	810	2.34						
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	5149.00	810	6.36						
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	7041.00	810	8.69						
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	1657.00	809	2.05						
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	2712.00	809	3.35						
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	4369.00	809	5.40						
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1526.00	766	1.99						
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	2474.00	766	3.23						
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	4000.00	766	5.22						
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	913.00	799	1.14						
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	4859.00	799	6.08						
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	5772.00	799	7.22						
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	2204.00	811	2.72						
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	3801.00	811	4.69						
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	6005.00	811	7.40						

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1686.00	808	2.09						
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	2522.00	808	3.12						
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	4208.00	808	5.21						
April 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	1033.83	169	6.12						
April 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	632.32	84	7.53						
April 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	548.30	84	6.53						
April 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	214.37	169	1.27						
April 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	393.03	170	2.31						
April 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	336.21	84	4.00						
April 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	418.86	84	4.99						
April 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	380.38	85	4.48						
April 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	786.98	85	9.26						
April 2021	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	70	100	70.00%						
April 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	3	66.67%						
April 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	34	46	73.91%						
April 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	70	75	93.33%						
April 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	2	100.00%						
April 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	34	34	100.00%						
April 2021	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	56:00	19	2:57						
April 2021	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	25	25	100.00%						
April 2021	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	36	36	100.00%						
April 2021	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	61	61	100.00%						
April 2021	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1	1	100.00%						
April 2021	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	12	12	100.00%						
April 2021	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	27	27	100.00%						
April 2021	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%						
March 2021	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by	N/A	93	93	100.00%						
March 2021	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	111,251	111,251	100.00%						
March 2021	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	147	147	100.00%						
March 2021	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	69	69	100.00%						
March 2021	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	147	147	100.00%						
March 2021	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,712,708	1,696,644	1.01						
March 2021	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	365.44	1,725	0.21						
March 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	GUI	Diagnostic	N/A	44,640	44,640	100.00%						
March 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	44,640	44,640	100.00%						
March 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%						
March 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%						
March 2021	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%						
March 2021	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0							
March 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	2	50.00%						
March 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	0	1	0.00%						
March 2021	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	1	100.00%	0.00%	22	28	78.57%	41.03%	-0.51315
March 2021	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	23:06	1	23:06	0:00	2136:45	71	30:06	27:53	-0.249106
March 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	9:58	2	4:59	1:52					
March 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	5:23	1	5:23	0:00					
March 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	55:55	10	5:36	3:56	2939:19	105	28:00	29:23	-2.303134
March 2021	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/i MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	9	75	12.00%	32.50%	1.118958
March 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	2	50.00%	50.00%					
March 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	1	0.00%	0.00%					
March 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	10	0.00%	0.00%	16	114	14.04%	34.74%	-1.225148
March 2021	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	27	0.00%		0	137	0.00%		
March 2021	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,576	0.00%		0	10,080	0.00%		
March 2021	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	25	4.00%	19.60%	82	8,011	1.02%	10.07%	0.742451
March 2021	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		0	138	0.00%		
March 2021	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	379	0.53%	7.25%	0	27	0.00%		-1.132388
March 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	92	1.09%	10.37%	0	27	0.00%		-0.749126
March 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	233	0.00%		0	143	0.00%		
March 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	10	2,477	0.40%	6.34%	114	14,265	0.80%	8.90%	-2.040359
March 2021	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/i MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	68	75	90.67%	29.09%	-0.318727
March 2021	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,560	0.00%	0.00%					
March 2021	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	528	0.00%	0.00%					
March 2021	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	5	1,728	0.29%						
March 2021	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	528	0.00%						
March 2021	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	444	2	222.00	197.99	13,439	6	2239.83	1290.43	-1.915123

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score
March 2021	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	1	2	50.00%	50.00%	1	6	16.67%	37.27%	3.719016
March 2021	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	2	2	100.00%						
March 2021	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	10	2	5.00						
March 2021	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%					
March 2021	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	1	2	50.00%	50.00%	23	24	95.83%	19.98%	1.03314
March 2021	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	155	155	100.00%						
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	1149.00	500	2.30						
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	2246.00	500	4.49						
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	3395.00	500	6.79						
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1041.00	495	2.10						
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3975.00	495	8.03						
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	924.00	496	1.86						
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4033.00	496	8.13						
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4957.00	496	9.99						
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	1197.00	496	2.41						
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	2980.00	496	6.01						
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	4177.00	496	8.42						
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	1032.00	495	2.08						
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	1648.00	495	3.33						
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	2680.00	495	5.41						
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	984.00	471	2.09						
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	1494.00	471	3.17						
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2478.00	471	5.26						
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	583.00	489	1.19						
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	2971.00	489	6.08						
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	3554.00	489	7.27						
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1401.00	497	2.82						
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	2181.00	497	4.39						
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	3582.00	497	7.21						
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1043.00	494	2.11						
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	1569.00	494	3.18						
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	2612.00	494	5.29						
March 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	947.48	168	5.64						
March 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	571.35	84	6.80						
March 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	446.91	84	5.32						
March 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	223.54	168	1.33						
March 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	428.89	168	2.55						
March 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	560.39	84	6.67						
March 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	449.71	84	5.35						
March 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	330.07	84	3.93						
March 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	781.40	84	9.30						
March 2021	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	94	124	75.81%						
March 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	3	66.67%						
March 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	19	26	73.08%						
March 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	94	96	97.92%						
March 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	2	100.00%						
March 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	19	19	100.00%						
March 2021	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	41:05	20	2:03						
March 2021	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	12	12	100.00%						
March 2021	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	21	21	100.00%						
March 2021	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	89	89	100.00%						
March 2021	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	2	2	100.00%						
March 2021	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	6	6	100.00%						
March 2021	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	17	17	100.00%						
March 2021	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	3	3	100.00%						
February 2021	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by	N/A	111	111	100.00%						
February 2021	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	95,248	95,248	100.00%						
February 2021	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	165	165	100.00%						
February 2021	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	160	160	100.00%						
February 2021	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	165	165	100.00%						
February 2021	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	2	2	100.00%						
February 2021	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,226,500	1,217,202	1.01						
February 2021	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	563.45	2,618	0.22						
February 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	GUI	Diagnostic	N/A	40,320	40,320	100.00%						

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score
February 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	40,320	40,320	100.00%						
February 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	38,880	38,880	100.00%						
February 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	37,860	37,860	100.00%						
February 2021	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	24,720	24,720	100.00%						
February 2021	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0							
February 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%					
February 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%					
February 2021	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	1	100.00%	0.00%	24	31	77.42%	41.81%	-0.531556
February 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	12:36	2	6:18	2:36					
February 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2:04	1	2:04	0:00					
February 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	117:21	25	4:42	4:43	4456:27	92	48:26	189:39	-1.022701
February 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	2	50.00%	50.00%					
February 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%					
February 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	9	25	36.00%	48.00%	6	108	5.56%	22.91%	3.572113
February 2021	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	29	6.90%	25.34%	0	138	0.00%		1.89132
February 2021	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,648	0.00%		0	10,368	0.00%		
February 2021	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	25	0.00%		67	8,122	0.82%	9.04%	-0.45531
February 2021	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		0	139	0.00%		
February 2021	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	381	0.00%		0	31	0.00%		
February 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	92	0.00%		0	31	0.00%		
February 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	234	0.43%	6.52%	0	144	0.00%		-0.30298
February 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	25	2,510	1.00%	9.93%	108	14,450	0.75%	8.61%	1.334841
February 2021	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,728	0.00%	0.00%					
February 2021	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	528	0.00%	0.00%					
February 2021	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,728	0.00%						
February 2021	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	528	0.00%						
February 2021	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	398	2	199.00	197.99	13,303	6	2217.17	1281.44	-1.928876
February 2021	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	2	2	100.00%	0.00%	1	6	16.67%	37.27%	3.719016
February 2021	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	2	2	100.00%						
February 2021	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	15	3	5.00						
February 2021	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	3	3	100.00%	0.00%	21	22	95.45%	20.83%	-0.354562
February 2021	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	12	12	100.00%						
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	555.00	235	2.36						
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	1032.00	235	4.39						
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	1587.00	235	6.75						
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	479.00	229	2.09						
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1805.00	229	7.88						
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	431.00	230	1.87						
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1920.00	230	8.35						
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2351.00	230	10.22						
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	580.00	230	2.39						
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	764.00	230	3.32						
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	1344.00	230	5.84						
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	476.00	229	2.08						
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	774.00	229	3.38						
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	1250.00	229	5.46						
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	461.00	219	2.11						
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	700.00	219	3.20						
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	1161.00	219	5.30						
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	253.00	225	1.12						
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	1358.00	225	6.04						
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	1611.00	225	7.16						
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	645.00	231	2.79						
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	885.00	231	3.83						
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	1530.00	231	6.62						
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	492.00	228	2.16						
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	689.00	228	3.02						
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	1181.00	228	5.18						
February 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	449.70	72	6.24						
February 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	187.54	36	5.21						
February 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	238.41	36	6.62						
February 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	91.53	71	1.29						
February 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	86.87	71	1.22						
February 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	72.82	36	2.02						

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score
February 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	168.71	36	4.69						
February 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	102.83	36	2.86						
February 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	402.66	36	11.18						
February 2021	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	81	99	81.82%						
February 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	1	1	100.00%						
February 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	12	27	44.44%						
February 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	81	83	97.59%						
February 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	1	1	100.00%						
February 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	12	12	100.00%						
February 2021	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	26:46	18	1:29						
February 2021	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	9	9	100.00%						
February 2021	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	13	13	100.00%						
February 2021	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	76	76	100.00%						
February 2021	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	14	14	100.00%						
February 2021	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	14	14	100.00%						
February 2021	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%						
January 2021	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by	N/A	110	111	99.10%						
January 2021	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	86,823	86,823	100.00%						
January 2021	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	152	152	100.00%						
January 2021	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	92	93	98.92%						
January 2021	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	152	152	100.00%						
January 2021	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,657,267	1,646,756	1.01						
January 2021	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	570.26	2,653	0.21						
January 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%						
January 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,880	29,880	100.00%						
January 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,880	29,880	100.00%						
January 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840	100.00%						
January 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,565	41,565	100.00%						
January 2021	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,580	26,580	100.00%						
January 2021	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0							
January 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	0	1	0.00%						
January 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	5:30	1	5:30	0:00					
January 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	59:34	12	4:58	3:12	2103:26	85	24:45	35:44	-1.795139
January 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	1	0.00%	0.00%					
January 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	3	12	25.00%	43.30%	8	92	8.70%	28.18%	1.205535
January 2021	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	29	0.00%		1	138	0.72%	8.48%	-0.418235
January 2021	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,648	0.00%		0	10,368	0.00%		
January 2021	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	25	0.00%		63	8,288	0.76%	8.69%	-0.436936
January 2021	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		1	139	0.72%	8.45%	-0.084821
January 2021	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	383	0.00%		0	31	0.00%		
January 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	93	1.08%	10.31%	0	31	0.00%		-0.67449
January 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	235	0.00%		1	144	0.69%	8.30%	-0.790183
January 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	12	2,532	0.47%	6.87%	92	14,678	0.63%	7.89%	-0.900033
January 2021	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,728	0.01%	0.02%					
January 2021	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	528	0.00%	0.00%					
January 2021	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,728	0.01%						
January 2021	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	528	0.00%						
January 2021	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	626	3	208.67	149.13	13,196	6	2199.33	1268.69	-2.219002
January 2021	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	2	3	66.67%	47.14%	1	6	16.67%	37.27%	3.719016
January 2021	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%					
January 2021	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	2	2	100.00%						
January 2021	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	5	1	5.00	0.00					
January 2021	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	10	2	5.00						
January 2021	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%					
January 2021	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	2	2	100.00%	0.00%	34	34	100.00%	0.00%	
January 2021	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	145	145	100.00%						
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	896.48	3,284	0.27						
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	749.73	1,656	0.45						
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	1646.21	3,284	0.50						
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	267.00	460	0.58						
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4939.50	460	10.74						
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	144.00	200	0.72						
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00	4,682	1.02						
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4920.00	200	24.60						

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	417.48	289	1.44						
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	32076.38	26,291	1.22						
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	32493.86	289	112.44						
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	471.50	468	1.01						
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15						
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	6957.50	468	14.87						
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1578.61	1,397	1.13						
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	6705.60	5,780	1.16						
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	8284.21	1,397	5.93						
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	392.07	1,120	0.35						
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	330.30	1,656	0.20						
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	722.37	1,120	0.65						
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	1535.16	4,951	0.31						
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	279.12	489	0.57						
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	8536.42	4,564	1.87						
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	10350.70	489	21.17						
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	224.70	414	0.54						
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	3369.08	414	8.14						
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	3593.78	414	8.68						
January 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66						
January 2021	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 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	787,093	9.50						
January 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54						
January 2021	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 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15						
January 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75						
January 2021	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 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722	3.46						
January 2021	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	120	141	85.11%						
January 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	2	100.00%						
January 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	55	63	87.30%						
January 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	120	126	95.24%						
January 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	2	100.00%						
January 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	55	55	100.00%						
January 2021	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	29:59	19	1:35						
January 2021	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	15	15	100.00%						
January 2021	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	55	55	100.00%						
January 2021	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	115	115	100.00%						
January 2021	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1	1	100.00%						
January 2021	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	8	8	100.00%						
January 2021	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	18	18	100.00%						
January 2021	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	1	1	100.00%						
December 2020	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by	N/A	131	131	100.00%						
December 2020	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	112,233	112,233	100.00%						
December 2020	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	156	156	100.00%						
December 2020	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	151	151	100.00%						
December 2020	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	156	156	100.00%						
December 2020	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,549,005	1,538,378	1.01						
December 2020	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	536.14	2,304	0.23						
December 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%						
December 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,561	30,600	96.60%						
December 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%						
December 2020	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%						
December 2020	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%						
December 2020	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,860	27,960	99.64%						
December 2020	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0							
December 2020	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	1	100.00%						
December 2020	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%					
December 2020	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	13:42	1	13:42	0:00	1817:19	62	29:19	35:53	-0.431606
December 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2:42	1	2:42	0:00					
December 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	30:02	1	30:02	0:00					
December 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	135:19	16	8:27	10:14	3213:07	92	34:56	77:05	-1.26775
December 2020	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/i MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	5	65	7.69%	26.65%	-0.28648
December 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%	0.00%					

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score
December 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%					
December 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	2	16	12.50%	33.07%	7	99	7.07%	25.63%	0.346962
December 2020	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	29	0.00%		0	139	0.00%		
December 2020	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,624	0.00%		0	10,368	0.00%		
December 2020	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	26	3.85%	19.23%	77	8,479	0.91%	9.49%	0.795039
December 2020	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		0	140	0.00%		
December 2020	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	434	0.23%	4.79%	0	35	0.00%		-1.442172
December 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	95	0.00%		0	35	0.00%		
December 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	242	0.41%	6.41%	0	145	0.00%		-0.319491
December 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	16	2,590	0.62%	7.84%	99	14,946	0.66%	8.11%	-0.258466
December 2020	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/ MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	56	65	86.15%	34.54%	-0.397843
December 2020	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,704	0.00%	0.01%					
December 2020	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	528	0.00%	0.00%					
December 2020	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,704	0.00%						
December 2020	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	528	0.00%						
December 2020	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	569	3	189.67	149.13	13,058	5	2611.60	764.53	-4.337783
December 2020	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	3	3	100.00%	0.00%	1	5	20.00%	40.00%	3.719016
December 2020	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	0	2	0.00%						
December 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	2	2	100.00%	0.00%	27	28	96.43%	18.56%	-0.262937
December 2020	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	347	351	98.86%						
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	5490.26	16,827	0.33						
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	4009.65	6,807	0.59						
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	9499.91	16,827	0.56						
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1123.16	1,466	0.77						
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1140.12	1,466	0.78						
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	1111.35	1,424	0.78						
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	27.20	163	0.17						
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1138.55	1,424	0.80						
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	1784.92	1,487	1.20						
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	158.62	206	0.77						
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	1943.54	1,487	1.31						
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	4636.38	4,114	1.13						
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15						
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	11122.38	4,114	2.70						
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1090.63	872	1.25						
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	70.15	61	1.15						
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	1160.78	872	1.33						
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1922.08	3,507	0.55						
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	1855.46	5,246	0.35						
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	3777.54	3,507	1.08						
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	6.50	30	0.22						
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1351.01	1,450	0.93						
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	39.43	30	1.31						
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	1396.94	1,450	0.96						
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2005.84	2,584	0.78						
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	14272.18	1,839	7.76						
December 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	16278.02	2,584	6.30						
December 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66						
December 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23						
December 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	787,094	9.50						
December 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54						
December 2020	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						
December 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15						
December 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75						
December 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80						
December 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722	3.46						
December 2020	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	134	172	77.91%						
December 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	3	3	100.00%						
December 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	14	14	100.00%						
December 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	134	140	95.71%						
December 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	3	3	100.00%						
December 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	14	14	100.00%						
December 2020	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	72.14	17	4:15						
December 2020	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	20	20	100.00%						

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score
December 2020	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	14	14	100.00%						
December 2020	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	129	129	100.00%						
December 2020	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1	1	100.00%						
December 2020	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	27	27	100.00%						
December 2020	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	0	2	0.00%	0.00%					
November 2020	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by	N/A	79	79	100.00%						
November 2020	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	111,955	111,955	100.00%						
November 2020	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	161	161	100.00%						
November 2020	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	148	148	100.00%						
November 2020	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	161	161	100.00%						
November 2020	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,541,745	1,531,760	1.01						
November 2020	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	782.47	1,982	0.39						
November 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	28,980	28,980	100.00%						
November 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	28,870	28,980	99.62%						
November 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	28,980	28,980	100.00%						
November 2020	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,460	41,460	100.00%						
November 2020	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,380	40,380	100.00%						
November 2020	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	25,800	25,800	100.00%						
November 2020	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0							
November 2020	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%					
November 2020	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	1	100.00%						
November 2020	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	1	100.00%						
November 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	6:24	1	6:24	0:00					
November 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1:50	1	1:50	0:00					
November 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	3:24	1	3:24	0:00					
November 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	43:07	11	3:55	2:08	4972:21	126	39:28	52:25	-2.156753
November 2020	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%					
November 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%	0.00%					
November 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	1	0.00%	0.00%					
November 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	11	0.00%	0.00%	17	138	12.32%	32.87%	-1.196395
November 2020	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	29	3.45%	18.25%	0	139	0.00%		0.943866
November 2020	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,624	0.00%		0	10,584	0.00%		
November 2020	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	26	0.00%		111	8,687	1.28%	11.23%	-0.579238
November 2020	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		0	140	0.00%		
November 2020	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	437	0.23%	4.78%	0	35	0.00%		-1.445544
November 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	100	1.00%	9.95%	0	35	0.00%		-0.645631
November 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	245	0.00%		0	145	0.00%		
November 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	11	2,643	0.42%	6.44%	138	15,232	0.91%	9.48%	-2.453197
November 2020	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	1,704	0.00%	0.00%					
November 2020	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	528	0.00%	0.00%					
November 2020	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,704	0.00%						
November 2020	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	528	0.00%						
November 2020	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	507	2	253.50	36.06	13,153	9	1461.44	1440.53	-1.072664
November 2020	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	2	2	100.00%	0.00%	4	9	44.44%	49.69%	3.719016
November 2020	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%					
November 2020	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	1	1	100.00%						
November 2020	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	7	7	100.00%						
November 2020	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	10	2	5.00						
November 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%					
November 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1	100.00%	0.00%					
November 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	4	7	57.14%	49.49%	37	39	94.87%	22.06%	2.055169
November 2020	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	52	52	100.00%						
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	1782.40	5,092	0.35						
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	1459.04	2,805	0.52						
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	3241.44	5,092	0.64						
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	107.51	168	0.64						
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	116.33	168	0.69						
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	98.39	127	0.77						
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	14.54	10	1.45						
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	112.93	127	0.89						
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	160.02	106	1.50						
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	63.70	54	1.19						
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	223.72	106	2.11						
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	1075.77	1,397	0.77						

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15						
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	7561.77	1,397	5.41						
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	68.80	62	1.11						
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	68.63	59	1.16						
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	137.43	62	2.22						
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	752.12	2,032	0.37						
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	625.67	2,986	0.21						
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	1377.79	2,032	0.68						
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	3.89	11	0.35						
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	33.26	47	0.71						
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	27.48	14	1.96						
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	64.63	47	1.38						
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	445.17	790	0.56						
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	29067.12	3,746	7.76						
November 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	29512.29	790	37.36						
November 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66						
November 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23						
November 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	787,094	9.50						
November 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54						
November 2020	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						
November 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15						
November 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75						
November 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80						
November 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722	3.46						
November 2020	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	89	111	80.18%						
November 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	4	4	100.00%						
November 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	57	61	93.44%						
November 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	89	93	95.70%						
November 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	4	4	100.00%						
November 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	57	57	100.00%						
November 2020	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	54:17	15	3:37						
November 2020	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	12	12	100.00%						
November 2020	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	57	57	100.00%						
November 2020	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	86	86	100.00%						
November 2020	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1	1	100.00%						
November 2020	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	4	4	100.00%						
November 2020	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	19	19	100.00%						
October 2020	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by	N/A	121	122	99.18%						
October 2020	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	117,228	117,228	100.00%						
October 2020	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	163	163	100.00%						
October 2020	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	150	150	100.00%	0.00%	1,720	1,723	99.83%	4.17%	-0.490587
October 2020	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	163	163	100.00%						
October 2020	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,273,482	2,259,821	1.01						
October 2020	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	479.44	2,071	0.23						
October 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,420	30,420	100.00%						
October 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,420	30,420	100.00%						
October 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,420	30,420	100.00%						
October 2020	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,140	43,140	100.00%						
October 2020	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,925	41,925	100.00%						
October 2020	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,660	27,660	100.00%						
October 2020	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0							
October 2020	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%					
October 2020	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%					
October 2020	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	0	3	0.00%						
October 2020	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	3	100.00%	0.00%					
October 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3:22	1	3:22	0:00					
October 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	47:16	1	47:16	0:00					
October 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	33:07	3	11:02	6:48					
October 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2:15	3	0:45	0:36					
October 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	162:18	19	8:33	8:33	3396:53	122	27:51	27:08	-2.884204
October 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%					
October 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%					
October 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	3	0.00%	0.00%					
October 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	3	0.00%	0.00%					

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score
October 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	2	19	10.53%	30.69%	20	141	14.18%	34.89%	-0.429033
October 2020	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	30	3.33%	17.95%	0	139	0.00%		0.924878
October 2020	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	12,624	0.01%	0.89%	0	10,632	0.00%		
October 2020	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	26	0.00%		108	8,835	1.22%	10.99%	-0.566406
October 2020	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		0	140	0.00%		
October 2020	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	437	0.69%	8.26%	0	35	0.00%		-0.817663
October 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	100	0.00%		0	35	0.00%		
October 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	3	246	1.22%	10.98%	0	145	0.00%		0.681071
October 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	19	2,677	0.71%	8.39%	141	15,504	0.91%	9.49%	-1.00507
October 2020	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,704	0.00%	0.00%					
October 2020	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	528	0.00%	0.00%					
October 2020	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,704	0.00%						
October 2020	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	528	0.00%						
October 2020	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	469	2	234.50	36.06	13,078	11	1188.91	1402.75	-0.885103
October 2020	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	2	2	100.00%	0.00%	6	11	54.55%	49.79%	3.719016
October 2020	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	3	4	75.00%	43.30%	-0.666667
October 2020	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	0	1	0.00%						
October 2020	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%					
October 2020	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	2	2	100.00%						
October 2020	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	4	1	4.00						
October 2020	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	1	1	1.00						
October 2020	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	10	2	5.00						
October 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	4	4	100.00%	0.00%	
October 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1	100.00%	0.00%					
October 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%					
October 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	2	2	100.00%	0.00%	42	43	97.67%	15.07%	-0.213313
October 2020	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	245	245	100.00%						
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	1782.40	4,951	0.36						
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	1459.04	2,806	0.52						
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	3241.44	4,951	0.65						
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	107.51	185	0.58						
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	116.33	185	0.63						
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	98.39	137	0.72						
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	14.54	14	1.02						
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	112.93	137	0.83						
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	160.02	114	1.40						
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	63.70	52	1.22						
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	223.72	114	1.96						
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	1075.77	1,515	0.71						
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15						
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	7561.77	1,515	4.99						
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	68.80	62	1.11						
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	68.63	42	1.62						
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	137.43	62	2.22						
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	752.12	2,149	0.35						
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	625.67	2,986	0.21						
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	1377.79	2,149	0.64						
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	3.89	13	0.31						
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	33.26	58	0.57						
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	27.48	15	1.87						
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	64.63	58	1.11						
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	445.17	790	0.56						
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	29067.12	3,746	7.76						
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	29512.29	790	37.36						
October 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66						
October 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23						
October 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	787,094	9.50						
October 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54						
October 2020	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						
October 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15						
October 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75						
October 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80						
October 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722	3.46						
October 2020	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	66	83	79.52%						

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score
October 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	4	4	100.00%						
October 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	37	47	78.72%						
October 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	66	69	95.65%						
October 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	4	4	100.00%						
October 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	37	37	100.00%						
October 2020	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	14:45	7	2:06						
October 2020	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	32	32	100.00%						
October 2020	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	34	34	100.00%						
October 2020	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	65	65	100.00%						
October 2020	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	4	4	100.00%						
October 2020	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	12	12	100.00%						
October 2020	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	14	14	100.00%						
October 2020	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	4	4	100.00%						
October 2020	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	0	1	0.00%	0.00%					
September 2020	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by	N/A	113	113	100.00%						
September 2020	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	82,845	82,845	100.00%						
September 2020	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	205	205	100.00%						
September 2020	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	134	134	100.00%	0.00%	1,707	1,728	98.78%	10.96%	-1.236879
September 2020	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	205	205	100.00%						
September 2020	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,753,838	1,741,136	1.01						
September 2020	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	499.92	2,118	0.24						
September 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	29,520	100.00%						
September 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%						
September 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,520	29,520	100.00%						
September 2020	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%						
September 2020	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%						
September 2020	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880	100.00%						
September 2020	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0							
September 2020	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	0	2	0.00%						
September 2020	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	1	100.00%	0.00%	17	31	54.84%	49.77%	-0.893193
September 2020	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	92:51	2	46:25	28:53	3454:28	117	29:32	28:57	0.892733
September 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	23:45	2	11:52	8:19					
September 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	147:32	15	9:50	16:29	5281:27	168	31:26	31:01	-2.584199
September 2020	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/i MSA	Residence	Parity	N/A	0	2	0.00%	0.00%	17	126	13.49%	34.16%	-0.554123
September 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	2	0.00%	0.00%					
September 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	15	0.00%	0.00%	24	186	12.90%	33.52%	-1.43401
September 2020	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	31	0.00%		1	139	0.72%	8.45%	-0.428572
September 2020	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,576	0.00%		0	10,584	0.00%		
September 2020	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	2	26	7.69%	26.65%	149	8,991	1.66%	12.77%	1.4781
September 2020	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		1	140	0.71%	8.42%	-0.084518
September 2020	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	440	0.45%	6.73%	0	35	0.00%		-1.071007
September 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	101	0.00%		0	35	0.00%		
September 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	251	0.00%		1	145	0.69%	8.28%	-0.798899
September 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	15	2,712	0.55%	7.42%	186	15,687	1.19%	10.82%	-2.810276
September 2020	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/i MSA	Residence	Parity	N/A	2	2	100.00%	0.00%	109	126	86.51%	34.16%	-0.554123
September 2020	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,704	0.02%	0.11%					
September 2020	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	528	0.00%	0.00%					
September 2020	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,704	0.02%						
September 2020	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	528	0.00%						
September 2020	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	425	2	212.50	36.06	12,929	11	1175.36	1390.52	-0.900797
September 2020	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	2	2	100.00%	0.00%	7	11	63.64%	48.10%	3.719016
September 2020	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%					
September 2020	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	3	3	100.00%						
September 2020	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	15	3	5.00						
September 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%	
September 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	3	3	100.00%	0.00%	48	52	92.31%	26.65%	-0.486172
September 2020	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	451	451	100.00%						
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	1205.80	3,890	0.31						
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	1068.39	1,874	0.57						
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	2274.19	3,890	0.58						
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	96.08	175	0.55						
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	104.17	175	0.60						
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	96.08	169	0.57						
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	12.67	79	0.16						

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	108.75	169	0.65						
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	138.24	107	1.29						
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	56.31	40	1.40						
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	194.55	107	1.82						
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	792.75	1,367	0.58						
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15						
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	7278.75	1,367	5.33						
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	36.28	32	1.13						
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	3.33	32	0.10						
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	39.61	32	1.24						
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	515.22	1,777	0.29						
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	407.17	1,939	0.21						
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	922.39	1,777	0.52						
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	5.63	17	0.33						
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	38.45	74	0.52						
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	21.46	11	1.96						
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	65.54	74	0.89						
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	287.56	512	0.56						
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	5463.20	710	7.70						
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	5750.76	512	11.23						
September 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66						
September 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23						
September 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	782,973	9.55						
September 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54						
September 2020	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						
September 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15						
September 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75						
September 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80						
September 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722	3.46						
September 2020	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	83	98	84.69%						
September 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	1	1	100.00%						
September 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	28	39	71.79%						
September 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	83	83	100.00%						
September 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	1	1	100.00%						
September 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	28	28	100.00%						
September 2020	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	46.27	18	2.35						
September 2020	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	8	8	100.00%						
September 2020	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	28	28	100.00%						
September 2020	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	82	82	100.00%						
September 2020	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1	1	100.00%						
September 2020	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	11	11	100.00%						
September 2020	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	12	12	100.00%						
September 2020	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	1	1	100.00%						
August 2020	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by	N/A	109	109	100.00%						
August 2020	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	76,075	76,075	100.00%						
August 2020	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	200	200	100.00%						
August 2020	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	134	134	100.00%	0.00%	1,531	1,540	99.42%	7.62%	-0.851273
August 2020	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	200	200	100.00%						
August 2020	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,690,634	1,677,763	1.01						
August 2020	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	577.88	2,358	0.25						
August 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%						
August 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,880	29,880	100.00%						
August 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,880	29,880	100.00%						
August 2020	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840	100.00%						
August 2020	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,565	41,565	100.00%						
August 2020	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,580	26,580	100.00%						
August 2020	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0							
August 2020	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	0	1	0.00%						
August 2020	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	4	75.00%	43.30%					
August 2020	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	23:45	1	23:45	0:00	14820:30	136	108:58	553:07	-0.153518
August 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	10:07	1	10:07	0:00					
August 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	43:38	4	10:54	17:43					
August 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	268:10	32	8:23	6:56	16866:27	197	85:37	460:39	-0.879721
August 2020	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/i MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	29	145	20.00%	40.00%	-0.498285

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August 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%	0.00%					
August 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	4	0.00%	0.00%					
August 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	4	32	12.50%	33.07%	45	214	21.03%	40.75%	-1.104149
August 2020	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	32	0.00%		0	139	0.00%		
August 2020	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,552	0.00%		3	10,680	0.03%	1.68%	-1.273312
August 2020	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	26	3.85%	19.23%	168	9,114	1.84%	13.45%	0.292725
August 2020	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		0	140	0.00%		
August 2020	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	453	0.22%	4.69%	0	35	0.00%		-1.46309
August 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	104	0.00%		0	35	0.00%		
August 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	4	258	1.55%	12.35%	0	145	0.00%		0.967807
August 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	32	2,754	1.16%	10.72%	214	15,874	1.35%	11.53%	-0.782052
August 2020	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	116	145	80.00%	40.00%	-0.498285
August 2020	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,704	0.00%	0.00%					
August 2020	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	504	0.00%	0.00%					
August 2020	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,704	0.00%						
August 2020	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	528	0.06%						
August 2020	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	383	2	191.50	36.06	12,789	11	1162.64	1379.38	-0.915871
August 2020	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	2	2	100.00%	0.00%	5	11	45.45%	49.79%	3.719016
August 2020	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%	2	3	66.67%	47.14%	-0.92582
August 2020	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	2	2	100.00%						
August 2020	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	2	2	100.00%						
August 2020	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	9	1	9.00	0.00					
August 2020	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	6	2	3.00						
August 2020	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	10	2	5.00						
August 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%	4	4	100.00%	0.00%	
August 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	2	100.00%	0.00%					
August 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	2	2	100.00%	0.00%	32	36	88.89%	31.43%	-0.486664
August 2020	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	191	191	100.00%						
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	3286.28	8,426	0.39						
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	7545.61	13,719	0.55						
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	10831.89	8,426	1.29						
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	739.59	1,680	0.44						
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	846.46	1,680	0.50						
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	491.52	1,068	0.46						
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	97.84	36	2.71						
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	589.36	1,068	0.55						
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	1244.14	691	1.80						
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	231.60	129	1.80						
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	1475.74	691	2.14						
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	3143.75	6,549	0.48						
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15						
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	9629.75	6,549	1.47						
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	434.59	338	1.12						
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	142.76	39	3.59						
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	577.35	338	1.71						
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1358.89	5,436	0.25						
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	2272.86	10,823	0.21						
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	3631.75	5,436	0.67						
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	23.00	56	0.41						
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	251.48	598	0.42						
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	286.95	120	2.39						
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	561.43	598	0.94						
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	685.11	1,142	0.60						
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	1302.71	169	7.70						
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	1987.82	1,142	1.74						
August 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66						
August 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23						
August 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	782,154	9.56						
August 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54						
August 2020	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						
August 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15						
August 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75						
August 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80						
August 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722	3.46						

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August 2020	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	76	108	70.37%						
August 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	4	6	66.67%						
August 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	20	29	68.97%						
August 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	76	81	93.83%						
August 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	4	4	100.00%						
August 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	20	22	90.91%						
August 2020	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	42:27	18	2:22						
August 2020	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	4	4	100.00%						
August 2020	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	19	19	100.00%						
August 2020	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	74	74	100.00%						
August 2020	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1	2	50.00%						
August 2020	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	7	7	100.00%						
August 2020	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	24	24	100.00%						
August 2020	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	1	1	100.00%						
July 2020	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by	N/A	118	120	98.33%						
July 2020	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	78,211	78,211	100.00%						
July 2020	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	207	207	100.00%						
July 2020	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	120	120	100.00%	0.00%	1,602	1,606	99.75%	4.98%	-0.52801
July 2020	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	207	207	100.00%						
July 2020	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,114,969	2,101,003	1.01						
July 2020	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	468.45	1,964	0.24						
July 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%						
July 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%						
July 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%						
July 2020	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%						
July 2020	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%						
July 2020	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%						
July 2020	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0							
July 2020	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	0	2	0.00%	0.00%	
July 2020	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	4	25.00%						
July 2020	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	2	50.00%						
July 2020	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	4	9	44.44%	49.69%	0	2	0.00%	0.00%	
July 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0:01	1	0:01	0:00	28:23	2	14:11	9:59	-1.159471
July 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	33:46	4	8:26	9:07					
July 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4:05	2	2:03	2:52					
July 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	50:38	9	5:38	5:04	28:23	2	14:11	9:59	-1.09771
July 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	156:07	22	7:06	5:50	8960:31	193	46:26	89:05	-1.961883
July 2020	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	2	0.00%	0.00%	
July 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	4	0.00%	0.00%					
July 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	2	0.00%	0.00%					
July 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	9	33.33%	47.14%	0	2	0.00%	0.00%	-0.02279
July 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	5	22	22.73%	41.91%	38	206	18.45%	38.79%	0.247579
July 2020	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	32	3.13%	17.40%	2	139	1.44%	11.91%	0.087625
July 2020	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,264	0.00%		0	10,488	0.00%		
July 2020	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	26	0.00%		168	9,246	1.82%	13.36%	-0.692686
July 2020	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		2	140	1.43%	11.87%	-0.119958
July 2020	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4	455	0.88%	9.33%	0	35	0.00%		-0.651887
July 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	113	1.77%	13.19%	0	35	0.00%		-0.206307
July 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	9	264	3.41%	18.15%	2	145	1.38%	11.66%	0.885535
July 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	22	2,779	0.79%	8.86%	206	16,084	1.28%	11.24%	-2.117472
July 2020	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSr excl	LIS Trunk	Parity	N/A	0	1,704	0.03%	0.16%					
July 2020	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSr excl	LIS Trunk	Parity	N/A	0	528	0.00%	0.00%					
July 2020	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSr excl	LIS Trunk	Diagnostic	N/A	0	1,704	0.03%						
July 2020	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSr excl	LIS Trunk	Diagnostic	N/A	0	528	0.00%						
July 2020	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	341	2	170.50	36.06	12,587	9	1398.56	1397.94	-1.12375
July 2020	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	2	2	100.00%	0.00%	4	9	44.44%	49.69%	3.719016
July 2020	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	4	4	100.00%	0.00%	
July 2020	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	1	1	100.00%						
July 2020	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	2	2	100.00%						
July 2020	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	3	1	3.00						
July 2020	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	20	4	5.00						
July 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	7	7	100.00%	0.00%	
July 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1	100.00%	0.00%					
July 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	4	4	100.00%	0.00%	44	45	97.78%	14.74%	-0.288943

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	1782.40	6,166	0.29						
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	1459.04	3,316	0.44						
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	3241.44	6,166	0.53						
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	107.51	145	0.74						
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	116.33	145	0.80						
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	98.39	86	1.14						
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	14.54	81	0.18						
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	112.93	86	1.31						
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	160.02	145	1.10						
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	63.70	140	0.46						
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	223.72	145	1.54						
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	1075.77	1,007	1.07						
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15						
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	7561.77	1,007	7.51						
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	68.80	62	1.11						
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	68.63	59	1.16						
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	137.43	62	2.22						
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	752.12	1,496	0.50						
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	625.67	2,986	0.21						
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	1377.79	1,496	0.92						
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	3.89	21	0.19						
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	33.26	44	0.76						
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	27.48	21	1.31						
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	64.63	44	1.47						
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	445.17	790	0.56						
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	29067.12	3,746	7.76						
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	29512.29	790	37.36						
July 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66						
July 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23						
July 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	787,094	9.50						
July 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54						
July 2020	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						
July 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15						
July 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75						
July 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80						
July 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722	3.46						
July 2020	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	115	144	79.86%						
July 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	3	66.67%						
July 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	20	24	83.33%						
July 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	115	119	96.64%						
July 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	2	100.00%						
July 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	20	20	100.00%						
July 2020	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	23:11	18	1:17						
July 2020	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	2	2	100.00%						
July 2020	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	19	19	100.00%						
July 2020	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	110	110	100.00%						
July 2020	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1	1	100.00%						
July 2020	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	4	4	100.00%						
July 2020	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	25	25	100.00%						
July 2020	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	6	6	100.00%						

