

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



November 24, 2021

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

**Re: In the Matter of Qwest Corporation dba CenturyLink QC's PIDs and PAP Revision  
Case No. PU-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 October 2020 through October 2021; and
2. Payment Report for the month of September 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 24th day of November, 2021, the foregoing Performance Results Report for the months of October 2020 through October 2021 and the Payment Report for the month of September 2021 were served upon the following party:

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

and copies sent electronically, addressed to the following:

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

  
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Dianne Barthel



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

### **North Dakota October 2020 - October 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.***

Oct 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
October 2021	Billing	BI-2	Invoices Delivered within 10 Days	All	Diagnostic	N/A	13	13	100.00%							
October 2021	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	99,174	99,174	100.00%							
October 2021	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	89	89	100.00%							
October 2021	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	119	119	100.00%							
October 2021	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	89	89	100.00%							
October 2021	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,437,562	1,430,983	1.00							
October 2021	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	611.29	2,516	0.24							
October 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	GUI	Diagnostic	N/A	44,640	44,640	100.00%							
October 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	44,640	44,640	100.00%							
October 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840	100.00%							
October 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,565	41,565	100.00%							
October 2021	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,580	26,580	100.00%							
October 2021	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
October 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%							
October 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%						
October 2021	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	2	2	100.00%	0.00%	17	29	58.62%	49.25%	-1.14921	-1.69867
October 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	5:37	1	5:37	0:00						
October 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	11:11	2	5:35	0:25						
October 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	351:43	23	15:18	30:17	8593:09	117	73:27	162:20	-1.570609	-1.954863
October 2021	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	18	0.00%		0	113	0.00%			
October 2021	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,864	0.00%		0	9,960	0.00%			
October 2021	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	22	0.00%		98	7,194	1.36%	11.59%	-0.55037	-1.334601
October 2021	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		0	117	0.00%			
October 2021	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	321	0.00%		0	27	0.00%			
October 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	81	1.23%	11.04%	0	27	0.00%		-0.67449	-1.410061
October 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	2	200	1.00%	9.95%	0	117	0.00%		0.260299	-0.84175
October 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	23	2,176	1.06%	10.23%	131	13,017	1.01%	9.98%	0.218931	-0.866899
October 2021	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSr excl	LIS Trunk	Parity	N/A	0	1,776	0.00%	0.00%						-3
October 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
October 2021	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSr excl	LIS Trunk	Diagnostic	N/A	0	1,776	0.00%							
October 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%							
October 2021	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	2	50.00%	50.00%	3	3	100.00%	0.00%	0.253347	-0.845976
October 2021	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	9	1	9.00	0.00						
October 2021	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	66	66	100.00%							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	92.00	84	1.10							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	351.00	84	4.18							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	443.00	84	5.27							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	90.00	86	1.05							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	369.00	86	4.29							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	87.00	85	1.02							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	735.00	85	8.65							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	822.00	85	9.67							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	99.00	86	1.15							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	577.00	86	6.71							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	676.00	86	7.86							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	86.00	86	1.00							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	273.00	86	3.17							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	359.00	86	4.17							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	86.00	80	1.08							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	240.00	80	3.00							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	326.00	80	4.08							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	88.00	86	1.02							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	495.00	86	5.76							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	583.00	86	6.78							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	154.00	86	1.79							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	417.00	86	4.85							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	571.00	86	6.64							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	85.00	85	1.00							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	313.00	85	3.68							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	398.00	85	4.68							
October 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	2005.68	296	6.78							
October 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	467.60	148	3.16							
October 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	811.07	148	5.48							

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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 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	718.76	295	2.44							
October 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	1170.48	296	3.95							
October 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	429.60	148	2.90							
October 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	722.20	148	4.88							
October 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	528.96	148	3.57							
October 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	948.09	148	6.41							
October 2021	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	57	77	74.03%							
October 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	1	1	100.00%							
October 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	21	23	91.30%							
October 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	57	60	95.00%							
October 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	1	1	100.00%							
October 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	21	22	95.45%							
October 2021	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	88:21	31	2:51							
October 2021	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	1	1	100.00%							
October 2021	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	23	23	100.00%							
October 2021	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	52	53	98.11%							
October 2021	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	2	2	100.00%							
October 2021	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	17	17	100.00%							
October 2021	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%							
September 2021	Billing	BI-2	Invoices Delivered within 10 Days	All	Diagnostic	N/A	15	15	100.00%							
September 2021	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	100,730	100,730	100.00%							
September 2021	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	116	116	100.00%							
September 2021	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	90	90	100.00%							
September 2021	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	116	116	100.00%							
September 2021	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,730,426	1,719,409	1.01							
September 2021	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	357.59	2,044	0.17							
September 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	GUI	Diagnostic	N/A	43,200	43,200	100.00%							
September 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	43,200	43,200	100.00%							
September 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
September 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%							
September 2021	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880	100.00%							
September 2021	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
September 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%						
September 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	3	33.33%							
September 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	3	33.33%	47.14%						
September 2021	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	4	25.00%	43.30%	11	24	45.83%	49.83%	0.209333	-0.872734
September 2021	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	4:07	1	4:07	0:00	5477:52	79	69:20	67:18	-0.963127	-1.58554
September 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	13:47	2	6:53	2:36						
September 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	15:06	3	5:02	1:10						
September 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	18:49	3	6:16	2:56						
September 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	82:43	12	6:54	6:08	7003:12	121	57:53	59:46	-2.818828	-2.713726
September 2021	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/i MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	17	84	20.24%	40.18%	-0.500746	-1.304432
September 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%						
September 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	3	33.33%	47.14%						
September 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	3	33.33%	47.14%						
September 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	2	12	16.67%	37.27%	22	132	16.67%	37.27%	0	-1
September 2021	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	18	11.11%	31.43%	0	113	0.00%		2.097644	0.275277
September 2021	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,792	0.00%		0	9,624	0.00%			
September 2021	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	23	4.35%	20.39%	104	7,306	1.42%	11.85%	0.574547	-0.6507
September 2021	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		0	117	0.00%			
September 2021	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	330	0.91%	9.49%	0	27	0.00%		-0.803963	-1.488775
September 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	87	0.00%		0	27	0.00%			
September 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	3	208	1.44%	11.92%	0	117	0.00%		0.64095	-0.61033
September 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	12	2,225	0.54%	7.32%	132	13,159	1.00%	9.97%	-2.030378	-2.234382
September 2021	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/i MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	70	84	83.33%	37.27%	-0.444575	-1.270282
September 2021	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,752	0.00%	0.00%						-3
September 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
September 2021	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,752	0.00%							
September 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%							
September 2021	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%						
September 2021	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	8	1	8.00	0.00						
September 2021	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%						
September 2021	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	27	33	81.82%							

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September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	190.00	61	3.11							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	214.00	61	3.51							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	404.00	61	6.62							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	170.00	61	2.79							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	441.00	61	7.23							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	163.00	59	2.76							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	544.00	59	9.22							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	707.00	59	11.98							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	247.00	61	4.05							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	444.00	61	7.28							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	691.00	61	11.33							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	175.00	60	2.92							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	203.00	60	3.38							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	378.00	60	6.30							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	166.00	58	2.86							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	176.00	58	3.03							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	342.00	58	5.90							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	140.00	61	2.30							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	351.00	61	5.75							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	491.00	61	8.05							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	254.00	61	4.16							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	301.00	61	4.93							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	555.00	61	9.10							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	189.00	61	3.10							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	183.00	61	3.00							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	372.00	61	6.10							
September 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	1103.11	212	5.20							
September 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	312.93	106	2.95							
September 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	616.40	106	5.82							
September 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	201.10	213	0.94							
September 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	739.74	212	3.49							
September 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	651.21	106	6.14							
September 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	565.87	106	5.34							
September 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	382.82	106	3.61							
September 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	658.43	106	6.21							
September 2021	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	54	73	73.97%							
September 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	5	5	100.00%							
September 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	47	47	100.00%							
September 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	54	57	94.74%							
September 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	5	5	100.00%							
September 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	47	47	100.00%							
September 2021	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	51:52	11	4:43							
September 2021	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	5	5	100.00%							
September 2021	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	47	47	100.00%							
September 2021	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	52	52	100.00%							
September 2021	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	18	19	94.74%							
September 2021	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	5	5	100.00%							
August 2021	Billing	BI-2	Invoices Delivered within 10 Days	All	Diagnostic	N/A	8	8	100.00%							
August 2021	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	102,265	102,265	100.00%							
August 2021	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	44	44	100.00%							
August 2021	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	102	102	100.00%							
August 2021	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	44	44	100.00%							
August 2021	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,679,083	1,668,703	1.01							
August 2021	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	280.42	988	0.28							
August 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	GUI	Diagnostic	N/A	44,640	44,640	100.00%							
August 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	44,640	44,640	100.00%							
August 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,900	42,900	100.00%							
August 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,820	41,820	100.00%							
August 2021	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880	100.00%							
August 2021	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
August 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	3	33.33%							
August 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%						
August 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	13:20	3	4:27	1:40						

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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
August 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	6:56	2	3:28	0:44						
August 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	170:46	23	7:25	9:33	4821:21	117	41:12	42:00	-3.526258	-3.143813
August 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	3	0.00%	0.00%						
August 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%						
August 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	23	0.00%	0.00%	27	126	21.43%	41.03%	-2.30314	-2.40021
August 2021	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	18	0.00%		0	117	0.00%			
August 2021	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,720	0.00%		0	9,624	0.00%			
August 2021	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	23	0.00%		80	7,411	1.08%	10.33%	-0.500212	-1.304108
August 2021	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		0	121	0.00%			
August 2021	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	339	0.88%	9.37%	0	27	0.00%		-0.820703	-1.498952
August 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%			
August 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	2	212	0.94%	9.67%	0	121	0.00%		0.241434	-0.853219
August 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	23	2,294	1.00%	9.96%	126	13,315	0.95%	9.68%	0.257305	-0.843569
August 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
August 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
August 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%							
August 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%							
August 2021	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	33	35	94.29%							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	63.00	56	1.13							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	241.00	56	4.30							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	304.00	56	5.43							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	60.00	57	1.05							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	258.00	57	4.53							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	63.00	57	1.11							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	537.00	57	9.42							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	600.00	57	10.53							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	80.00	57	1.40							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	387.00	57	6.79							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	467.00	57	8.19							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	61.00	57	1.07							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	195.00	57	3.42							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	256.00	57	4.49							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	54.00	53	1.02							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	162.00	53	3.06							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	216.00	53	4.08							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	58.00	57	1.02							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	360.00	57	6.32							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	418.00	57	7.33							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	116.00	57	2.04							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	315.00	57	5.53							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	431.00	57	7.56							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	60.00	57	1.05							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	207.00	57	3.63							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	267.00	57	4.68							
August 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	1284.53	210	6.12							
August 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	334.36	105	3.18							
August 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	672.34	105	6.40							
August 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	205.63	210	0.98							
August 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	867.63	210	4.13							
August 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	431.34	105	4.11							
August 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	500.09	105	4.76							
August 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	361.80	105	3.45							
August 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	1039.53	105	9.90							
August 2021	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	66	86	76.74%							
August 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	2	100.00%							
August 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	22	32	68.75%							
August 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	66	70	94.29%							
August 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	2	100.00%							
August 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	22	22	100.00%							
August 2021	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	86:05	16	5:23							
August 2021	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	2	2	100.00%							
August 2021	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	23	23	100.00%							
August 2021	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	65	65	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
August 2021	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	11	11	100.00%							
August 2021	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	15	15	100.00%							
August 2021	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	3	4	75.00%							
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-7A	Repair Repeat Rprt Rate-Disp w/i MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	24	111	21.62%	41.17%	-0.522876	-1.317886
July 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%						
July 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	4	25.00%	43.30%						
July 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	2	50.00%	50.00%						
July 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%						
July 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	2	30	6.67%	24.94%	31	173	17.92%	38.35%	-1.48355	-1.901934
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-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	4	4	100.00%	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							

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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 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							
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

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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	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%		
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%							

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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	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/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							

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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%							
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							

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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							
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	-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%						

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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-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
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 wi 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%							

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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-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%							
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	-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							

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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
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							
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	-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 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%						-3

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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
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	-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	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%							

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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-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	-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/l 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/l 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 wi 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 wi 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							

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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 (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%							
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	-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	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	-1.298256

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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							
October 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
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%						

NORTH DAKOTA PAP SUMMARY - SEPTEMBER 2021

State	Reporting Period	PID	PID Description	Product	Current Month Payment	Incremental Rerun Payment	Interest	Total Monthly Payment
ND		NO DATA			.	.	.	.