

CenturyLink
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Andrew Schriener
State Legislative Affairs Director



February 24, 2022

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

**Re: In the Matter of Qwest Corporation dba CenturyLink QC's PIDs and PAP Revision
Case No. PU-21-3**

Dear Mr. Kahl:

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

1. Performance Results Report for the months of January 2021 through January 2022; and
2. Payment Report for the month of December 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 February, 2022, the foregoing Performance Results Report for the months of January 2021 through January 2022 and the Payment Report for the month of December 2021 were served upon the following party:

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

and copies sent electronically, addressed to the following:

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



Dianne Barthel



Qwest Corporation (Qwest or CTL-Q) Performance Results

North Dakota January 2021 - January 2022

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.

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	GLEC Numerator	GLEC 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 2022	Billing	BI-2	Invoices Delivered within 10 Days	All	Diagnostic	N/A	10	10	100.00%							
January 2022	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNE and Resale Aggregate	Diagnostic	N/A	92,564	92,564	100.00%							
January 2022	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	UNE and Resale Aggregate	Diagnostic	N/A	82	82	100.00%							
January 2022	Billing	BI-4	UNE and Resale Aggregate	UNE and Resale Aggregate	Diagnostic	N/A	61	61	100.00%							
January 2022	Billing	BI-4B	Reciprocal Compensation (MOU);	Reciprocal Compensation	Diagnostic	N/A	82	82	100.00%							
January 2022	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,050,374	1,043,283	1.01							
January 2022	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	496.79	2,385	0.21							
January 2022	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	Gateway Availability - LSR	Diagnostic	N/A	44,640	44,640	100.00%							
January 2022	Electronic Gateway Availability	GA-2	Gateway Availability - LSR	Gateway Availability - LSR	Diagnostic	N/A	44,640	44,640	100.00%							
January 2022	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EFTA	Diagnostic	N/A	42,840	42,840	100.00%							
January 2022	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	Repair/GUI	Diagnostic	N/A	41,565	41,565	100.00%							
January 2022	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,580	26,580	100.00%							
January 2022	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
January 2022	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	0	0.00%	0.00%	17	37	45.95%	49.84%	1.77238	0.080484
January 2022	Maintenance and Repair	MR-6A	Mean Time to Restore/Disp w/ NSA	Residence	Parity	N/A	17,099	17,099	0.00	0.00	34,322	44	78.01	140.26	-0.428521	-1.260522
January 2022	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	695.29	6	100.54	99.54	443.46	35	12.41	24.20	3.099232	0.878728
January 2022	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	386.45	11	33.20	80.22	9374.52	115	81.31	134.43	-1.133241	-1.688962
January 2022	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	17	0.00%		37	104	35.56%	47.87%	-2.840612	-2.726969
January 2022	Maintenance and Repair	MR-8	Trouble Rate	LS Trunk	Parity	N/A	0	12,768	0.00%		0	9,624	0.00%			
January 2022	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	22	4.55%	20.83%	80	6,907	1.16%	10.70%	0.744634	-0.547295
January 2022	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		37	108	34.26%	47.46%	-0.718572	-1.436861
January 2022	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	294	0.00%		0	27	0.00%			
January 2022	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	80	0.00%		0	27	0.00%			
January 2022	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	6	180	3.33%	17.95%	37	108	34.26%	47.46%	-5.353876	-4.254926
January 2022	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	11	2,083	0.53%	7.25%	128	12,588	1.02%	10.03%	-2.059581	-2.252136
January 2022	Maintenance and Repair	MR-9A	Repair Appointments Met/Disp w/ NSA	Residence	Parity	N/A	1	1	100.00%	0.00%	44	50	88.00%	32.50%	-0.365636	-1.22291
January 2022	Network Performance	NH-1A	Trunk Blockage to CTL-O Tandem Otc w/ TGSR excl	LS Trunk	Parity	N/A	0	1,824	0.01%	0.05%						
January 2022	Network Performance	NH-1B	Trunk Blockage to CTL-O End Otc w/ TGSR excl	LS Trunk	Parity	N/A	0	528	0.00%	0.00%						
January 2022	Network Performance	NH-1C	Trunk Blockage to CTL-O Tandem Otc w/ TGSR excl	LS Trunk	Diagnostic	N/A	0	1,824	0.01%							
January 2022	Network Performance	NH-1D	Trunk Blockage to CTL-O End Otc w/ TGSR excl	LS Trunk	Diagnostic	N/A	0	528	0.00%							
January 2022	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LS Trunk	Parity	N/A	2	2	100.00%	0.00%	2	2	100.00%	0.00%		
January 2022	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	N/A	52	52	100.00%							
January 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	62.00	57	1.09							
January 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	177.00	57	3.11							
January 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	239.00	57	4.19							
January 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	60.00	57	1.05							
January 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	244.00	57	4.28							
January 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	61.00	57	1.07							
January 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	552.00	57	9.68							
January 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	613.00	57	10.75							
January 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	73.00	57	1.28							
January 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	396.00	57	6.95							
January 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	469.00	57	8.23							
January 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	57.00	57	1.00							
January 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	183.00	57	3.21							
January 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	240.00	57	4.21							
January 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	53.00	53	1.00							
January 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	159.00	53	3.00							
January 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	212.00	53	4.00							
January 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	57.00	56	1.02							
January 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	291.00	56	5.20							
January 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	348.00	56	6.21							
January 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	111.00	57	1.95							
January 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	285.00	57	5.00							
January 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	396.00	57	6.95							
January 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	60.00	57	1.05							
January 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	177.00	57	3.11							
January 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	237.00	57	4.16							
January 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	999.48	210	4.76							
January 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	305.71	105	2.91							
January 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	577.78	105	5.50							
January 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	172.30	210	0.82							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	QLEC Numerator	QLEC Denominator	QLEC Result	QLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
January 2022	Pre-Ordering	PO-1-XXIL	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	476.47	210	2.27							
January 2022	Pre-Ordering	PO-1-XXIL	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	261.93	105	2.49							
January 2022	Pre-Ordering	PO-1-XXIL	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	465.32	105	4.43							
January 2022	Pre-Ordering	PO-1-XXIL	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	393.67	105	3.75							
January 2022	Pre-Ordering	PO-1-XXIL	Pre-Order Response Times (Connecting Fac Assign XML)	XML Request/Response	Diagnostic	N/A	925.09	105	6.81							
January 2022	Pre-Ordering	PO-2A	AI Electronic LSRs	LNP	Diagnostic	N/A	50	70	71.43%							
January 2022	Pre-Ordering	PO-2A	AI Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	2	100.00%							
January 2022	Pre-Ordering	PO-2A	AI Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	20	21	95.24%							
January 2022	Pre-Ordering	PO-2B	AI Flow-through Eligible LSRs	LNP	Diagnostic	N/A	50	52	96.15%							
January 2022	Pre-Ordering	PO-2B	AI Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	2	100.00%							
January 2022	Pre-Ordering	PO-2B	AI Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	20	20	100.00%							
January 2022	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	10.20	6	1.43							
January 2022	Pre-Ordering	PO-5A(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	2	2	100.00%							
January 2022	Pre-Ordering	PO-5A(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG EELS	Benchmark	95.00%	20	20	100.00%							
January 2022	Pre-Ordering	PO-5B(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG EELS	Benchmark	90.00%	49	49	100.00%							
January 2022	Pre-Ordering	PO-5B(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	13	13	100.00%							
December 2021	Billing	BH-2	Invoices Delivered within 10 Days	AI	Diagnostic	N/A	10	11	90.91%							
December 2021	Billing	BH-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	97.555	97.555	100.00%							
December 2021	Billing	BH-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	89	89	100.00%							
December 2021	Billing	BH-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	100	100	100.00%							
December 2021	Billing	BH-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Diagnostic	N/A	89	89	100.00%							
December 2021	Database Updates	DB-1B	AI	LIDB	Diagnostic	N/A	1,242,292	1,234,805	1.01							
December 2021	Database Updates	DB-1C-1	AI	Directory Listing	Diagnostic	N/A	350.97	1,050	0.33							
December 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	GUI	Diagnostic	N/A	44,640	44,640	100.00%							
December 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	44,640	44,640	100.00%							
December 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EFTA	Diagnostic	N/A	43,200	43,200	100.00%							
December 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	UNBUNDLED LOOP - DS1 Capable	Diagnostic	N/A	42,180	42,180	100.00%							
December 2021	Electronic Gateway Availability	GA-4	System Availability - Repair	Repair/GUI	Diagnostic	N/A	27,960	27,960	100.00%							
December 2021	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	EASE	Diagnostic	N/A	0	0	0.00%							
December 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%		15	28	53.57%	49.87%	0.045231	-0.973717
December 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	0	2	0.00%							
December 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	3	33.33%	47.14%	16	30	53.33%	49.89%	0.05684	-0.964228
December 2021	Maintenance and Repair	MR-5X	Out of Service cleared w/ 24 hours	Business	Parity	N/A	1	1	100.00%	0.00%	11	23	47.83%	49.95%	-1.022475	-1.62162
December 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7.26	1	7.26	0.00%	390.40	28	13.57	26.19	-0.24334	-1.14794
December 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	22.13	2	11.07	3.06	402.14	29	13.32	25.51	-0.228041	-1.138639
December 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	30.53	3	10.18	10.58	4562.56	84	54.34	59.23	-2.309468	-2.404057
December 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	146.46	12	12.14	10.17	0	30	0.00%	0.00%		
December 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	0	0.00%	0.00%	0	0	0.00%	0.00%		
December 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%	0	0	0.00%	0.00%		
December 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	3	0.00%	0.00%	0	30	0.00%	0.00%		
December 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	12	33.33%	47.14%	13	92	14.13%	34.83%	1.251174	-0.23934
December 2021	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	18	5.56%	22.91%	28	104	26.92%	44.36%	-1.887012	-2.147222
December 2021	Maintenance and Repair	MR-8	Trouble Rate	LS Trunk	Parity	N/A	0	12,744	0.00%	0.00%	0	9,600	0.00%	0.00%		
December 2021	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	22	0.00%	0.00%	68	7,004	0.97%	9.81%	-0.463683	-1.281905
December 2021	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%		30	108	27.76%	44.79%	-0.617322	-1.375305
December 2021	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	301	0.66%	8.12%	0	27	0.00%	0.00%	-1.002343	-1.609381
December 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop -2 Wire Non-Loaded	Parity	N/A	0	81	0.00%	0.00%	0	27	0.00%	0.00%		
December 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	3	191	1.57%	12.43%	30	108	27.76%	44.79%	-0.617322	-1.375305
December 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	12	2,108	0.57%	7.52%	92	12,739	0.72%	8.47%	-0.78812	-1.466984
December 2021	Network Performance	NH-1A	Trunk Blockage to CTL-Q Tandem Ole w/ TCSR excl	LS Trunk	Parity	N/A	0	1,704	0.00%	0.01%						
December 2021	Network Performance	NH-1B	Trunk Blockage to CTL-Q End Ole w/ TCSR excl	LS Trunk	Parity	N/A	0	528	0.00%	0.00%						
December 2021	Network Performance	NH-1C	Trunk Blockage to CTL-Q Tandem Ole w/ TCSR excl	LS Trunk	Diagnostic	N/A	0	1,704	0.00%	0.00%						
December 2021	Network Performance	NH-1D	Trunk Blockage to CTL-Q End Ole w/ TCSR excl	LS Trunk	Diagnostic	N/A	0	528	0.00%	0.00%						
December 2021	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	55	55	100.00%							
December 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	51.00	48	1.06							
December 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	152.00	48	3.17							
December 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	203.00	48	4.23							
December 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	54.00	48	1.13							
December 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	210.00	48	4.38							
December 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	46.00	45	1.02							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	GLEC Numerator	GLEC Denominator	GLEC Result	OLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
December 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	408.00	45	9.07							
December 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	454.00	45	10.09							
December 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	55.00	48	1.15							
December 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	333.00	48	6.94							
December 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	388.00	48	8.08							
December 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	51.00	48	1.06							
December 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	144.00	48	3.00							
December 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	195.00	48	4.06							
December 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	46.00	45	1.02							
December 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	135.00	45	3.00							
December 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	181.00	45	4.02							
December 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	60.00	48	1.25							
December 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	276.00	48	5.75							
December 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	336.00	48	7.00							
December 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	84.00	48	1.75							
December 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	216.00	48	4.50							
December 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	300.00	48	6.25							
December 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	51.00	48	1.06							
December 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	144.00	48	3.00							
December 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	195.00	48	4.06							
December 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	776.24	168	4.62							
December 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	200.91	84	2.39							
December 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	416.76	84	4.96							
December 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	185.10	168	0.88							
December 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	285.71	168	1.70							
December 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	225.80	84	2.69							
December 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	385.03	84	4.35							
December 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	309.83	84	3.69							
December 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Connecting Fac Assign XML)	XML Request/Response	Diagnostic	N/A	420.13	84	5.00							
December 2021	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	38	55	69.09%							
December 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE P-POTS	Diagnostic	N/A	6	6	100.00%							
December 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	17	17	100.00%							
December 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	38	40	95.00%							
December 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE P-POTS	Diagnostic	N/A	6	6	100.00%							
December 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	17	17	100.00%							
December 2021	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	30.22	11	2.46							
December 2021	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	6	6	100.00%							
December 2021	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	17	17	100.00%							
December 2021	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	90.00%	36	36	100.00%							
December 2021	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	13	13	100.00%							
December 2021	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting US Trunks.	LIS Trunk	Benchmark	85.00%	12	12	100.00%							
November 2021	Billing	BH-2	Invoices Delivered within 10 Days	All	Diagnostic	N/A	8	8	100.00%							
November 2021	Billing	BH-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	97.222	97.222	100.00%							
November 2021	Billing	BH-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	89	89	100.00%							
November 2021	Billing	BH-4	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	104	104	100.00%							
November 2021	Database Updates	DB-1B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Diagnostic	N/A	89	89	100.00%							
November 2021	Database Updates	DB-1C-1	All	LIDB	Diagnostic	N/A	1,204.418	1,196.532	1.01							
November 2021	Database Updates	DB-1C-1	Gateway Availability - LSR	Directory Listing	Diagnostic	N/A	1659.08	10.067	0.16							
November 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	GUI	Diagnostic	N/A	43.200	43.200	100.00%							
November 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	43.200	43.200	100.00%							
November 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EFTA	Diagnostic	N/A	41.760	41.760	100.00%							
November 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40.740	40.740	100.00%							
November 2021	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26.880	26.880	100.00%							
November 2021	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
November 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	0	1	0.00%	0.00%		
November 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	0	2	0.00%	0.00%	0	2	0.00%	0.00%		
November 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%	0	2	0.00%	0.00%		
November 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2.49	1	2.49	0.00	16.44	1	16.44	0.00		
November 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	21.10	2	10.35	1.06	16.44	2	23.19	0.00		
November 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	45.29	2	22.44	23.19	16.44	1	16.44	0.00		
November 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	2963.94	20	149.09	148.54	181.06.00	98	184.47	267.32	-0.557689	-1.339172

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	QLEC Numerator	QLEC Denominator	QLEC Result	QLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
November 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DSI Capable	Parity	N/A	0	1	0.00%	0.00%	0	19	0.00%	0.00%		
November 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%	0	19	0.00%	0.00%	1.309172	-0.20408
November 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DSI Capable	Parity	N/A	1	2	50.00%	50.00%	0	19	0.00%	0.00%	-0.435905	-1.265012
November 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	2	20	10.00%	30.00%	15	110	13.64%	34.32%	0.605688	-0.63164
November 2021	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DSI Capable	Parity	N/A	1	18	5.66%	22.91%	1	105	0.95%	8.71%		
November 2021	Maintenance and Repair	MR-8	Trouble Rate	LS Trunk	Parity	N/A	0	12,768	0.00%	0.00%	0	9,456	0.00%	0.00%		
November 2021	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	22	0.00%	0.00%	81	7,088	1.14%	10.63%	-0.503518	-1.306117
November 2021	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	0.00%	1	109	0.92%	9.53%	-0.095787	-1.058234
November 2021	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	319	0.63%	7.89%	0	27	0.00%	0.00%	-1.035625	-1.629615
November 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop -2 Wire Non-Loaded	Parity	N/A	0	81	0.00%	0.00%	0	27	0.00%	0.00%		
November 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop -DS1 Capable	Parity	N/A	2	198	1.01%	10.00%	1	109	0.92%	9.53%	-0.558206	-1.339673
November 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	20	2,138	0.94%	8.63%	110	12,846	0.86%	9.21%	0.367801	-0.776893
November 2021	Network Performance	NH-1A	Trunk Blockage to CTL-O Tandem Oic w/ TGSR excl	LS Trunk	Parity	N/A	0	1,704	0.00%	0.00%	0	3				-3
November 2021	Network Performance	NH-1B	Trunk Blockage to CTL-O End Oic w/ TGSR excl	LS Trunk	Parity	N/A	0	528	0.00%	0.00%	0	3				-3
November 2021	Network Performance	NH-1C	Trunk Blockage to CTL-O Tandem Oic w/ TGSR excl	LS Trunk	Diagnostic	N/A	0	1,704	0.00%	0.00%	0	3				-3
November 2021	Network Performance	NH-1D	Trunk Blockage to CTL-O End Oic w/ TGSR excl	LS Trunk	Diagnostic	N/A	0	528	0.00%	0.00%	0	3				-3
November 2021	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LS Trunk	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
November 2021	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LS Trunk	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
November 2021	Ordering and Provisioning	OP-5A	New Service Installation Quality	LS Trunk	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
November 2021	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	38	38	100.00%							
November 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	103.00	85	1.21							
November 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	563.00	85	6.62							
November 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	666.00	85	7.84							
November 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	100.00	86	1.16							
November 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	380.00	86	4.42							
November 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	96.00	85	1.13							
November 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	780.00	85	9.18							
November 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	876.00	85	10.31							
November 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	119.00	86	1.38							
November 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	688.00	86	8.00							
November 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	807.00	86	9.38							
November 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	97.00	85	1.14							
November 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	283.00	85	3.33							
November 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	380.00	85	4.47							
November 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	93.00	81	1.15							
November 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	263.00	81	3.25							
November 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	356.00	81	4.40							
November 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	86.00	84	1.02							
November 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	537.00	84	6.39							
November 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	623.00	84	7.42							
November 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	161.00	86	1.87							
November 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	439.00	86	5.10							
November 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	600.00	86	6.98							
November 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	103.00	86	1.20							
November 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	262.00	86	3.05							
November 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	365.00	86	4.24							
November 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	1801.31	294	6.13							
November 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	465.29	147	3.17							
November 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	834.74	147	5.68							
November 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	308.52	294	1.05							
November 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	569.73	294	1.94							
November 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	468.93	147	3.19							
November 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	833.43	147	5.67							
November 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	671.99	147	4.57							
November 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Connecting Fac. Assign XML)	XML Request/Response	Diagnostic	N/A	1495.79	147	10.18							
November 2021	Pre-Ordering	PO-2A	AI/Electronic LSRs	LNP	Diagnostic	N/A	50	66	75.76%							
November 2021	Pre-Ordering	PO-2A	AI/Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	1	100.00%								
November 2021	Pre-Ordering	PO-2A	AI/Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	29	31	93.55%							
November 2021	Pre-Ordering	PO-2B	AI Flow-through Eligible LSRs	LNP	Diagnostic	N/A	50	51	98.04%							
November 2021	Pre-Ordering	PO-2B	AI Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	1	100.00%								
November 2021	Pre-Ordering	PO-2B	AI Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	29	29	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	QLEC Numerator	QLEC Denominator	QLEC Result	QLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
November 2021	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	90.31	20	4.32							
November 2021	Pre-Ordering	PO-5A(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	1	1	100.00%							
November 2021	Pre-Ordering	PO-5A(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	28	28	100.00%							
November 2021	Pre-Ordering	PO-5A(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	48	48	100.00%							
November 2021	Pre-Ordering	PO-5B(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	2	2	100.00%							
November 2021	Pre-Ordering	PO-5B(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	11	11	100.00%							
November 2021	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	1	1	100.00%							
October 2021	Billing	BH-2	Invoices Delivered within 10 Days	All	Diagnostic	N/A	13	13	100.00%							
October 2021	Billing	BH-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	99,174	99,174	100.00%							
October 2021	Billing	BH-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	89	89	100.00%							
October 2021	Billing	BH-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	119	119	100.00%							
October 2021	Billing	BH-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	1,430,963	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-2	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	0.00%							
October 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	0	1	0.00%							
October 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 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/ 24 hours	Business	Parity	N/A	2	2	100.00%	0.00%	17	29	56.62%	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	2	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	351,943	23	15.18	30.17	8593.09	117	79.27	162.20	-1.570669	-1.954863
October 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%						
October 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%						
October 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	3	23	13.04%	33.68%	14	131	10.69%	30.89%	0.041399	-0.974831
October 2021	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	18	0.00%	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%	0.00%	0	9,860	0.00%			
October 2021	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	22	0.00%	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%	0.00%	0	117	0.00%			
October 2021	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	321	0.00%	0.00%	0	27	0.00%			
October 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	81	1	1.23%	11.04%	0	27	0.00%			
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%			
October 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	23	2,176	1.06%	10.29%	131	13,017	1.01%	9.96%	0.218931	-0.866899
October 2021	Network Performance	NH-1A	Trunk Blockage to CTL-O Tandem Oic w/ TGSFR excl	LIS Trunk	Parity	N/A	0	1,776	0.00%	0.00%						
October 2021	Network Performance	NH-1A	Trunk Blockage to CTL-O End Oic w/ TGSFR excl	LIS Trunk	Parity	N/A	0	528	0.00%	0.00%						
October 2021	Network Performance	NH-1C	Trunk Blockage to CTL-O Tandem Oic w/ TGSFR excl	LIS Trunk	Diagnostic	N/A	0	1,776	0.00%	0.00%						
October 2021	Network Performance	NH-1D	Trunk Blockage to CTL-O End Oic w/ TGSFR excl	LIS Trunk	Diagnostic	N/A	0	528	0.00%	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-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	3	3	100.00%	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	92,000	84	1.10							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	351,000	84	4.18							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	443,000	84	5.27							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	90,000	86	1.05							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	369,000	86	4.29							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	87,000	85	1.02							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	735,000	85	8.65							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	822,000	85	9.67							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	89,000	86	1.15							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	577,000	86	6.71							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	676,000	86	7.86							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	86,000	86	1.00							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	273,000	86	3.17							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	359,000	86	4.17							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	86,000	80	1.08							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	240,000	80	3.00							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	326,000	80	4.08							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	GLEC Numerator	GLEC Denominator	GLEC Result	OLEC 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-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-XXML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	2005.68	296	6.78							
October 2021	Pre-Ordering	PO-1-XXML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	467.60	148	3.16							
October 2021	Pre-Ordering	PO-1-XXML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	811.07	148	5.48							
October 2021	Pre-Ordering	PO-1-XXML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	718.76	296	2.44							
October 2021	Pre-Ordering	PO-1-XXML	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-XXML	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-XXML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	722.20	148	4.88							
October 2021	Pre-Ordering	PO-1-XXML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	528.96	148	3.57							
October 2021	Pre-Ordering	PO-1-XXML	Pre-Order Response Times (Connecting Fac Assign 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)	FOGs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	1	1	100.00%							
October 2021	Pre-Ordering	PO-5A(b)	FOGs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	23	23	100.00%							
October 2021	Pre-Ordering	PO-5A(c)	FOGs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	52	53	98.11%							
October 2021	Pre-Ordering	PO-5B(b)	FOGs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	2	2	100.00%							
October 2021	Pre-Ordering	PO-5B(c)	FOGs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	17	17	100.00%							
October 2021	Pre-Ordering	PO-5D	FOGs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%							
September 2021	Billing	BH-2	Invoices delivered within 10 Days	All	Diagnostic	N/A	15	15	100.00%							
September 2021	Billing	BH-3A	Billing Accuracy - Adjustments for Errors	UNES and Resale Aggregate	Diagnostic	N/A	100.730	100.730	100.00%							
September 2021	Billing	BH-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	116	116	100.00%							
September 2021	Billing	BH-4A	UNES and Resale Aggregate	UNES and Resale Aggregate	Diagnostic	N/A	90	90	100.00%							
September 2021	Billing	BH-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,730.426	1,719.409	1.01							
September 2021	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	357.59	2.044	0.17							
September 2021	Database Updates	DB-1C-1	All	Directory Listing	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	EFTA	Diagnostic	N/A	41.760	41.760	100.00%							
September 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	Repair GUI	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	0.00%							
September 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4-Hours/Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2	0.00%							
September 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 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/ 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/ 24 hours	Business	Parity	N/A	4	25.00%	43.30%							
September 2021	Maintenance and Repair	MR-6A	Mean Time to Restore/Disp w/ MSA	Residence	Parity	N/A	4.07	1	4.07	0.00%						
September 2021	Maintenance and Repair	MR-6A	Mean Time to Restore/Disp w/ MSA	Enhanced Extended Loops - DS1 Capable	Parity	N/A	13.47	3	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 Analog	Parity	N/A	18.49	3	6.16	2.56						
September 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Residence	Parity	N/A	82.43	12	6.54	6.08						
September 2021	Maintenance and Repair	MR-7A	Repair Repeat Report Rate/Zone 2	Unbundled Loop Analog	Parity	N/A	0	1	0.00%	0.00%						
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	2	12	16.67%	37.27%						
September 2021	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	18	11.11%	31.43%						
September 2021	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12.92	0.00%	0.00%						
September 2021	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	23	4.35%	20.39%						

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	QLEC Numerator	QLEC Denominator	QLEC Result	QLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
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%		0.64085	-0.61033
September 2021	Maintenance and Repair	MR-9A	Repair Appointments Mkt-Disp w/ MSA	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	Network Performance	NH-1A	Trunk Blockage to CTL-O Tandem O/c w/ TCSR excl	Residence	Parity	N/A	1	1	100.00%	0.00%	70	84	83.33%	37.27%	-0.444575	-1.270282
September 2021	Network Performance	NH-1B	Trunk Blockage to CTL-O Tandem O/c w/ TCSR excl	LS Trunk	Parity	N/A	0	528	0.00%	0.00%						-3
September 2021	Network Performance	NH-1C	Trunk Blockage to CTL-O Tandem O/c w/ TCSR excl	LS Trunk	Diagnostic	N/A	0	1,752	0.00%	0.00%						
September 2021	Network Performance	NP-1D	Interval Zone 2 Areas	LS Trunk	Diagnostic	N/A	4	528	0.00%	0.00%						
September 2021	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LS Trunk	Parity	N/A	8	1	100.00%	0.00%	1	6,000	0.00%			
September 2021	Ordering and Provisioning	OP-5A	New Service Installation Quality	LS Trunk	Parity	N/A	4	1	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%							
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 (Facility Check)	TOTAL	Diagnostic	N/A	404.00	61	6.62							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	170.00	61	2.79							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	441.00	61	7.23							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	163.00	59	2.76							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	544.00	59	9.22							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	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 (Apt. 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	585.87	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 Assign 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	51.32	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	90.00%	52	19	100.00%							
September 2021	Pre-Ordering	PO-5B(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	18	19	100.00%							
September 2021	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	5	5	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	GLEC Numerator	GLEC Denominator	GLEC Result	OLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
August 2021	Billing	BH-2	Invoices Delivered within 10 Days	All	Diagnostic	N/A	8	8	100.00%							
August 2021	Billing	BH-3A	Billing Accuracy - Adjustments for Errors	UNE's and Resale Aggregate	Diagnostic	N/A	102,265	102,265	100.00%							
August 2021	Billing	BH-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	44	44	100.00%							
August 2021	Billing	BH-4A	UNE's and Resale Aggregate	UNE's and Resale Aggregate	Diagnostic	N/A	102	102	100.00%							
August 2021	Billing	BH-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	Gateway Availability - LSR	Diagnostic	N/A	44,640	44,640	100.00%							
August 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	Gateway Availability - LSR	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	Repair/GUI	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/ 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/ 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	13,200	3	4.27	1.40						
August 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	656	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						
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%						
August 2021	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	18	0.00%	0.00%						
August 2021	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,720	0.00%							
August 2021	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	23	0.00%							
August 2021	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%							
August 2021	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	339	0.88%	9.37%						
August 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop -2 Wire Non-Loaded	Parity	N/A	0	89	0.00%							
August 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop -DS1 Capable	Parity	N/A	2	212	0.94%	9.67%						
August 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	23	2,294	1.00%	9.96%						
August 2021	Network Performance	NH-1A	Trunk Blockage to CTL-O Tandem O/c w/ TGSRR excl	LIS Trunk	Parity	N/A	0	1,728	0.00%	0.00%						
August 2021	Network Performance	NH-1B	Trunk Blockage to CTL-O End O/c w/ TGSRR excl	LIS Trunk	Diagnostic	N/A	0	1,728	0.00%							
August 2021	Network Performance	NH-1C	Trunk Blockage to CTL-O Tandem O/c w/ TGSRR 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	63,000	56	1.13							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	241,000	56	4.30							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	304,000	56	5.43							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (App. Scheduler)	REQUEST	Diagnostic	N/A	60,000	57	1.05							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (App. Scheduler)	TOTAL	Diagnostic	N/A	268,000	57	4.53							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	63,000	57	1.11							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	537,000	57	9.42							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	600,000	57	10.53							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	80,000	57	1.40							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	387,000	57	6.79							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	467,000	57	8.19							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	61,000	57	1.07							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	195,000	57	3.42							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	256,000	57	4.49							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	54,000	53	1.02							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	162,000	53	3.06							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	216,000	53	4.08							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	58,000	57	1.02							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	360,000	57	6.32							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	418,000	57	7.33							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	116,000	57	2.04							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	315,000	57	5.53							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	431,000	57	7.56							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	60,000	57	1.05							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	207,000	57	3.63							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	267,000	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 (App. Scheduler XML)	XML Request/Response	Diagnostic	N/A	334.36	105	3.18							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	GLEC Numerator	GLEC 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-1-XXIL	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	672.34	105	6.40							
August 2021	Pre-Ordering	PO-1-XXIL	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	205.63	210	0.98							
August 2021	Pre-Ordering	PO-1-XXIL	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-XXIL	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-XXIL	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	500.09	105	4.76							
August 2021	Pre-Ordering	PO-1-XXIL	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	361.80	105	3.45							
August 2021	Pre-Ordering	PO-1-XXIL	Pre-Order Response Times (Connecting Far Assign XML)	XML Request/Response	Diagnostic	N/A	1039.53	105	9.90							
August 2021	Pre-Ordering	PO-2A	AI Electronic LSRs	LNP	Diagnostic	N/A	66	86	76.74%							
August 2021	Pre-Ordering	PO-2A	Resale Aggregate W/O UNE-P-POTS	Resale Aggregate	Diagnostic	N/A	2	2	100.00%							
August 2021	Pre-Ordering	PO-2A	AI Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	22	32	68.75%							
August 2021	Pre-Ordering	PO-2B	AI Flow-through Eligible LSRs	LNP	Diagnostic	N/A	66	70	94.29%							
August 2021	Pre-Ordering	PO-2B	AI Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	2	100.00%							
August 2021	Pre-Ordering	PO-2B	AI 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%							
August 2021	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	11	11	100.00%							
August 2021	Pre-Ordering	PO-5B-(b)	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	AI	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	AI	LIDB	Diagnostic	N/A	1,354.534	1,344.741	1.01							
July 2021	Database Updates	DB-1C-1	AI	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	Repair/Gui	Diagnostic	N/A	41.925	41.925	100.00%							
July 2021	Electronic Gateway Availability	GA-4	System Availability - ASR	FEASE	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/ 4 Hours- Zone 2	Enhanced Extended Loops - DSI Capable	Parity	N/A	1	1	100.00%	0.00%						
July 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 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/ 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/ 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/ 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/ MSA	Residence	Parity	N/A	25.33	1	25.33	0.00	14046.02	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 - DSI 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	32622.16	155	211.45	1117.58	-0.884499	-1.537737
July 2021	Maintenance and Repair	MR-7A	Repair Repeat Rpt Rate-Disp w/ MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	24	111	21.62%	41.17%	-0.922676	-1.317886
July 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DSI 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%	-1.48335	-1.901934
July 2021	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DSI Capable	Parity	N/A	1	20	5.00%	21.79%	0	118	0.00%		1.05644	-0.356514
July 2021	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12.648	0.00%	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%	0.00%	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	-1.35862
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%	-0.019687	-1.00821
July 2021	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/ 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	NH-1A	Trunk Blockage to CTL-O Tandem Ole w/ TGSR excl	LIS Trunk	Parity	N/A	0	1.728	0.00%	0.01%						-2.993333
July 2021	Network Performance	NH-1B	Trunk Blockage to CTL-O End Ole w/ TGSR excl	LIS Trunk	Parity	N/A	0	528	0.00%	0.00%						-3

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	GLEC Numerator	GLEC Denominator	GLEC Result	GLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
July 2021	Network Performance	NI-1D	Trunk Blockage to CTL-Q Tandem Oic wio TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,728	0.00%							
July 2021	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Oic wio 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	100.00%	0.00%	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	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-6C	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 (Apt. Scheduler)	REQUEST	Diagnostic	N/A	104.00	53	1.96							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Apt. Scheduler)	TOTAL	Diagnostic	N/A	296.00	53	5.58							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	79.00	53	1.49							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	544.00	53	10.26							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	623.00	53	11.75							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	117.00	53	2.21							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	399.00	53	7.53							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	516.00	53	9.74							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	101.00	52	1.94							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	186.00	52	3.58							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	287.00	52	5.52							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	76.00	51	1.49							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	180.00	51	3.53							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	256.00	51	5.02							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	57.00	54	1.06							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	339.00	54	6.28							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	396.00	54	7.33							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	122.00	54	2.26							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	317.00	54	5.87							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	439.00	54	8.13							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	105.00	53	1.98							
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 (Apt. 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 Assign 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	Resale Aggregate W/O UNE-P-POTS	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	2	100.00%							
July 2021	Pre-Ordering	PO-2A	Unbundled Loop Aggregate	Unbundled Loop Aggregate	Diagnostic	N/A	28	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-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	Database Updates	DB-1B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	130	130	100.00%							
June 2021	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	267.65	1,185	0.23							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	GLEC Numerator	GLEC Denominator	CLEC Result	CLEC Standard Deviation	CTLO Numerator	CTLO Denominator	CTLO Result	CTLO Standard Deviation	Modified Z Score	Parity Score
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/ 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/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	0	1	0.00%						1.501086	-0.087405
June 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	4	0.00%	0.00%	2	2	100.00%	0.00%		
June 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	0.98	100.00%	0.00	4	4.35	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	4.41	100.00%	0.00	0	0				
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 - DS1 Capable	Parity	N/A	113.08	14	8.05	5.34	149.17	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	0	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%	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 - DS1 Capable	Parity	N/A	1	4	25.00%	34.99%	30	169	17.75%	38.21%	-0.326137	-1.196277
June 2021	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	21	21	4.76%	21.30%	2	122	1.64%	12.70%	0.302079	-0.816349
June 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	12.576	0.00%	0.00%	0	10.416	0.00%	0.00%		
June 2021	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	24	0.00%	0.00%	123	7.636	1.61%	12.59%	-0.625985	-1.39049
June 2021	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%	0.00%	2	2	1.57%	12.45%	-0.125986	-1.0766
June 2021	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	356	0.28%	5.29%	0	27	0.00%	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%	0.00%	0	27	0.00%	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 - DS1 Capable	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	NH-1A	Trunk Blockage to CTLO Tandem O/c w/ TGSRR excl	LS Trunk	Parity	N/A	0	1,728	0.00%	0.02%						
June 2021	Network Performance	NH-1B	Trunk Blockage to CTLO End O/c w/ TGSRR excl	LS Trunk	Parity	N/A	0	528	0.00%	0.00%						
June 2021	Network Performance	NH-1C	Trunk Blockage to CTLO Tandem O/c w/ TGSRR excl	LS Trunk	Diagnostic	N/A	0	1,728	0.00%	0.00%						
June 2021	Network Performance	NH-1D	Trunk Blockage to CTLO End O/c w/ TGSRR excl	LS Trunk	Diagnostic	N/A	0	528	0.00%	0.00%						
June 2021	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LS 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	LS 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	NLP	Benchmark	95.00%	166	166	100.00%							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	3,395.00	1,395	2.36							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	6,847.00	1,395	4.91							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	10,142.00	1,395	7.27							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	301,200	1,380	2.18							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1,264.00	1,380	9.16							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	2,564.00	1,378	1.86							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	11,809.00	1,378	6.57							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	14,373.00	1,378	10.43							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3,314.00	1,381	2.40							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	9,642.00	1,381	6.98							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	12,956.00	1,381	9.38							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	2,975.00	1,377	2.16							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	4,751.00	1,377	3.45							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	7,726.00	1,377	5.61							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2,656.00	1,286	2.07							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	4,378.00	1,286	3.40							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	7,034.00	1,286	5.47							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1,699.00	1,353	1.26							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8,406.00	1,353	6.21							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	10,105.00	1,353	7.47							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	3,782.00	1,381	2.74							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	7,152.00	1,381	5.18							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	10,934.00	1,381	7.92							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2,932.00	1,378	2.13							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	4,356.00	1,378	3.16							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	7,288.00	1,378	5.29							
June 2021	Pre-Ordering	PO-1-XML	XML Request/Response	XML Request/Response	Diagnostic	N/A	766.47	126	6.08							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	QLEC Numerator	QLEC Denominator	CLEC Result	CLEC Standard Deviation	QTL-Q Numerator	QTL-Q Denominator	QTL-Q Result	QTL-Q Standard Deviation	Modified Z Score	Parity Score
June 2021	Pre-Ordering	PO-1-XXIL	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	277.06	63	4.40							
June 2021	Pre-Ordering	PO-1-XXIL	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	428.83	63	6.81							
June 2021	Pre-Ordering	PO-1-XXIL	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	193.74	126	1.54							
June 2021	Pre-Ordering	PO-1-XXIL	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-XXIL	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-XXIL	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	328.24	63	5.21							
June 2021	Pre-Ordering	PO-1-XXIL	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	284.61	63	4.52							
June 2021	Pre-Ordering	PO-1-XXIL	Pre-Order Response Times (Connecting Fac Assign 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	BH-2	Invoices Delivered within 10 Days	All	Diagnostic	N/A	7	7	100.00%							
May 2021	Billing	BH-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	95.299	95.299	100.00%							
May 2021	Billing	BH-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	136	136	100.00%							
May 2021	Billing	BH-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	110	110	100.00%							
May 2021	Billing	BH-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	EFTA	Diagnostic	N/A	42,840	42,840	100.00%							
May 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	Repair/Gui	Diagnostic	N/A	41,565	41,565	100.00%							
May 2021	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,590	26,590	100.00%							
May 2021	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0	0.00%							
May 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2	0.00%							
May 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	2	50.00%							
May 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%							
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	78.95	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%							
May 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	2	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%							
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%	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%							
May 2021	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	24	0.00%							
May 2021	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	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%	0.00%	-1.10938	-1.67482
May 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	90	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%	0.00%	-0.314077	-1.90945
May 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	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	NH-1A	Trunk Blockage to CTL-O Tandem O/c w/ TGSR excl	LIS Trunk	Parity	N/A	0	1,728	0.00%							
May 2021	Network Performance	NH-1B	Trunk Blockage to CTL-O End O/c w/ TGSR excl	LIS Trunk	Diagnostic	N/A	0	528	0.00%							
May 2021	Network Performance	NH-1D	Trunk Blockage to CTL-O End O/c w/ 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							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	GLEC Numerator	GLEC Denominator	CLEC Result	CLEC Standard Deviation	CTLO Numerator	CTLO Denominator	CTLO Result	CTLO Standard Deviation	Modified Z Score	Parity Score
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	8301.00	1,116	8.22							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	11401.00	1,116	10.23							
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	1388.90	210	6.52							
May 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	884.27	105	8.42							
May 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	623.10	105	5.93							
May 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	257.14	210	1.22							
May 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	735.72	210	3.50							
May 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	594.51	105	5.66							
May 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	522.88	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. Assign XML)	XML Request/Response	Diagnostic	N/A	873.36	105	6.32							
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	N/A	30	30	100.00%							
May 2021	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	N/A	60	60	100.00%							
May 2021	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	N/A	8	8	100.00%							
May 2021	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	N/A	18	18	100.00%							
May 2021	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	N/A	2	2	100.00%							
April 2021	Billing	BH-2	Invoices Delivered within 10 Days	All	Diagnostic	N/A	8	8	100.00%							
April 2021	Billing	BH-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	105,129	105,129	100.00%							
April 2021	Billing	BH-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	142	142	100.00%							
April 2021	Billing	BH-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	102	102	100.00%							
April 2021	Billing	BH-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	1,664,464	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	Repair/Gui	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/ 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/ 24 hours	Business	Parity	N/A	8	8	100.00%							
April 2021	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/ NISA	Residence	Parity	N/A	206	1	2.06							
April 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	19,28	9	4.52							
April 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	78.56	4	8.46							
April 2021	Maintenance and Repair	MR-7A	Repair Repeat Rpt Rate-Disp w/ NISA	Residence	Parity	N/A	1	3	33.33%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	GLEC Numerator	GLEC Denominator	GLEC Result	GLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
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%	0	108	10.19%	30.25%	-0.348171	-1.211673
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	LS 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%	2.835301	0.784538
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/ MSA	Residence	Parity	N/A	3	3	100.00%	0.00%	50	60	83.33%	37.27%	-0.755929	-1.469572
April 2021	Network Performance	NH-1A	Trunk Blockage to CTL-Q Tandem Otc w/ TGSRR excl	LS Trunk	Parity	N/A	0	1,728	0.00%	0.00%						-3
April 2021	Network Performance	NH-1B	Trunk Blockage to CTL-Q Tandem Otc w/ TGSRR excl	LS Trunk	Parity	N/A	0	1,728	0.00%	0.00%						-3
April 2021	Network Performance	NH-1C	Trunk Blockage to CTL-Q Tandem Otc w/ TGSRR excl	LS Trunk	Diagnostic	N/A	0	1,728	0.00%	0.00%						-3
April 2021	Network Performance	NH-1D	Trunk Blockage to CTL-Q End Otc w/ TGSRR excl	LS Trunk	Diagnostic	N/A	0	528	0.00%	0.00%						-3
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	2285.83	1280.43	-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	6985.00	809	8.54							
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	1467.00	810	1.81							
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	6571.00	810	8.11							
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	8038.00	810	9.92							
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	1892.00	810	2.34							
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	5149.00	810	6.36							
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	7041.00	810	8.69							
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	1657.00	809	2.05							
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	2712.00	809	3.35							
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	4369.00	809	5.40							
April 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1566.00	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	3681.00	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 Assign 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-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	46	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%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	QLEC Numerator	QLEC Denominator	CLEC Result	CLEC Standard Deviation	QTL-Q Numerator	QTL-Q Denominator	QTL-Q Result	QTL-Q Standard Deviation	Modified Z Score	Parity Score
April 2021	Pre-Ordering	PO-5A(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	36		100.00%							
April 2021	Pre-Ordering	PO-5A(c)	FOCs on Time for Electronic LSRs	LNP	Benchmark	95.00%	61		100.00%							
April 2021	Pre-Ordering	PO-5B(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	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		100.00%							
April 2021	Pre-Ordering	PO-5B(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	27		100.00%							
April 2021	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2		100.00%							
March 2021	Billing	BH-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	93		100.00%							
March 2021	Billing	BH-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	111,251	111,251	100.00%							
March 2021	Billing	BH-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	147	147	100.00%							
March 2021	Billing	BH-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	69	69	100.00%							
March 2021	Billing	BH-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-2	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	Repair/Gui	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/4 Hours Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	0	0	50.00%							
March 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/4 Hours Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	0	1	0.00%							
March 2021	Maintenance and Repair	MR-5X	Out of Service cleared w/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 Interval Zone 2	Residence	Parity	N/A	23,06	1	23.06	0.00	21,36	45	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	10	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	29,93	19	105	28.00	29.23	-2.303134
March 2021	Maintenance and Repair	MR-7A	Repair Repeat Report Rate-Disp w/MSA	Residence	Parity	N/A	1	2	100.00%	0.00%	9	75	12.00%	32.50%	1.118958	-0.319722
March 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	2	50.00%	50.00%						
March 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	1	0.00%	0.00%	16	114	14.04%	34.74%	-1.225148	-1.744837
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%						
March 2021	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	27	0.00%	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%	0.00%	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%	0.00%	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%			
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%			
March 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	233	0.00%	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%	-2.040559	-2.24045
March 2021	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/ MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	68	75	90.67%	29.09%	-0.318727	-1.183772
March 2021	Network Performance	NH-1A	Trunk Blockage to CTL-O Tandem Otc w/ TGSR excl	LIS Trunk	Parity	N/A	0	1,560	0.00%	0.00%						
March 2021	Network Performance	NH-1B	Trunk Blockage to CTL-O End Otc w/ TGSR excl	LIS Trunk	Parity	N/A	0	528	0.00%	0.00%						
March 2021	Network Performance	NH-1C	Trunk Blockage to CTL-O Tandem Otc w/ TGSR excl	LIS Trunk	Diagnostic	N/A	5	1,728	0.29%							
March 2021	Network Performance	NH-1D	Trunk Blockage to CTL-O End Otc w/ 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	1280.43	-1.915123	-2.164312
March 2021	Ordering and Provisioning	OP-3E	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	2	2	50.00%	50.00%	1	6	16.67%	37.27%	3.719016	1.261001
March 2021	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	1	2	100.00%							
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	1149,000	500	2.30							
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	2246,000	500	4.49							
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	3395,000	500	6.79							
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1041,000	495	2.10							
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3975,000	495	8.03							
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	924,000	496	1.86							
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4033,000	496	8.13							
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4957,000	496	9.99							
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	1197,000	496	2.41							
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	2980,000	496	6.01							
March 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	4177,000	496	8.42							

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-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 Assign XML)	XML Request/Response	Diagnostic	N/A	781.40	84	9.30							
March 2021	Pre-Ordering	PO-2A	AI Electronic LSRs	LNP	Diagnostic	N/A	94	124	75.81%							
March 2021	Pre-Ordering	PO-2A	AI Electronic LSRs	Resale Aggregate w/O UNE-P-POTS	Diagnostic	N/A	2	3	66.67%							
March 2021	Pre-Ordering	PO-2A	AI Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	19	26	73.08%							
March 2021	Pre-Ordering	PO-2B	AI Flow-through Eligible LSRs	LNP	Diagnostic	N/A	94	96	97.92%							
March 2021	Pre-Ordering	PO-2B	AI Flow-through Eligible LSRs	Resale Aggregate w/O UNE-P-POTS	Diagnostic	N/A	2	2	100.00%							
March 2021	Pre-Ordering	PO-2B	AI Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	19	19	100.00%							
March 2021	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	41.05	20	2.03							
March 2021	Pre-Ordering	PO-5A(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	12	12	100.00%							
March 2021	Pre-Ordering	PO-5A(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	21	21	100.00%							
March 2021	Pre-Ordering	PO-5A(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	89	89	100.00%							
March 2021	Pre-Ordering	PO-5B(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	2	2	100.00%							
March 2021	Pre-Ordering	PO-5B(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	6	6	100.00%							
March 2021	Pre-Ordering	PO-5B(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	17	17	100.00%							
March 2021	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	3	3	100.00%							
February 2021	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	111	111	100.00%							
February 2021	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	95.248	95.248	100.00%							
February 2021	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	165	165	100.00%							
February 2021	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	160	160	100.00%							
February 2021	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Diagnostic	N/A	165	165	100.00%							
February 2021	Database Updates	DB-1B	Calculations with Interval Longer than 120 Days	All	Diagnostic	N/A	1,236,500	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	EFTA	Diagnostic	N/A	38,880	38,880	100.00%							
February 2021	Electronic Gateway/Availability	GA-3	Gateway Availability - Repair	Repair/Gui	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	0.00%							
February 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2	0.00%							
February 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%							
February 2021	Maintenance and Repair	MR-5X	Out of Service cleared w/ 24 hours	Business	Parity	N/A	1	1	100.00%							
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							
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							
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							
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%							
February 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	0	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%							
February 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate Zone 2	All	Parity	N/A	6	108	5.56%							
February 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	24	31	77.42%							
February 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	12.36	2	6.18							
February 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate Zone 2	Unbundled Loop Analog	Parity	N/A	44,562.27	92	48.26							
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%							
February 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	0	0.00%							
February 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate Zone 2	All	Parity	N/A	6	108	5.56%							
February 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	25	31	80.65%							
February 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	0	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%							
February 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate Zone 2	All	Parity	N/A	6	108	5.56%							
February 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	24	31	77.42%							
February 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	12.36	2	6.18							
February 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate Zone 2	Unbundled Loop Analog	Parity	N/A	44,562.27	92	48.26							
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%							
February 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	0	0.00%							
February 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate Zone 2	All	Parity	N/A	6	108	5.56%							
February 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	25	31	80.65%							
February 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	0	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%							
February 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate Zone 2	All	Parity	N/A	6	108	5.56%							
February 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	24	31	77.42%							
February 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	12.36	2	6.18							
February 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate Zone 2	Unbundled Loop Analog	Parity	N/A	44,562.27	92	48.26							
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%							
February 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A										

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	GLEC Numerator	GLEC 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	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	LS 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	-1.276609
February 2021	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	381	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%	9.99%	108	14,450	0.75%	8.61%	1.334841	-0.188474
February 2021	Network Performance	NH-1A	Trunk Blockage to CTL-Q Tandem O/c w/ TGSR excl	LS Trunk	Parity	N/A	0	1,728	0.00%	0.00%	0					-3
February 2021	Network Performance	NH-1B	Trunk Blockage to CTL-Q End O/c w/ TGSR excl	LS Trunk	Parity	N/A	0	528	0.00%	0.00%	0					-3
February 2021	Network Performance	NH-1C	Trunk Blockage to CTL-Q Tandem O/c w/ TGSR excl	LS Trunk	Diagnostic	N/A	0	1,728	0.00%		0					
February 2021	Network Performance	NH-1D	Trunk Blockage to CTL-Q End O/c w/ TGSR excl	LS Trunk	Diagnostic	N/A	0	528	0.00%		0					
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	-1.928676	-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	6.00	15	3	5.00							
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	1,022.00	235	4.39							
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	1,587.00	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	1,805.00	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	1,920.00	230	8.35							
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2,351.00	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	1,344.00	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	1,250.00	229	5.46							
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	461.00	219	2.11							
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	700.00	219	3.20							
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	1,161.00	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	1,358.00	225	6.04							
February 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	1,611.00	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	1,530.00	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	1,181.00	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	86.87	71	1.22							
February 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	91.53	71	1.29							
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. Assign 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-2B	All Flow-through Eligible 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-3X	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%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	GLEC Numerator	GLEC 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-5A(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	13	13	100.00%							
February 2021	Pre-Ordering	PO-5A(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	76	76	100.00%							
February 2021	Pre-Ordering	PO-5B(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	14	14	100.00%							
February 2021	Pre-Ordering	PO-5B(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	14	14	100.00%							
February 2021	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%							
January 2021	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	110	111	99.10%							
January 2021	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	86,823	86,823	100.00%							
January 2021	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	152	152	100.00%							
January 2021	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	92	93	98.92%							
January 2021	Billing	BI-4B	Reciprocal Compensation (MOU)	Reciprocal Compensation	Diagnostic	N/A	152	152	100.00%							
January 2021	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,657,267	1,646,756	1.01							
January 2021	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	570,26	2,653	0.21							
January 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%							
January 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,880	29,880	100.00%							
January 2021	Electronic Gateway Availability	GA-3	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	0.00%							
January 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	530	1	5.30	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	5934	12	4.58	3.12	2103.26	85	24.45	35.44	-1.795193	-2.091367
January 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	0	1	0.00%	0.00%						
January 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate Zone 2	Unbundled Loop - 2 Wire Non-Loaded	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-7E	Repair Repeat Report Rate Zone 2	Unbundled Loop Analog	Parity	N/A	0	29	0.00%	0.00%	1	138	0.72%	8.48%	-0.418235	-1.254269
January 2021	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	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	-1.051586
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%			
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	-2.983333
January 2021	Network Performance	NH-1A	Trunk Blockage to CTL-Q Tandem Otc w/ TGSRR excl	LIS Trunk	Parity	N/A	0	1,728	0.01%	0.02%						
January 2021	Network Performance	NH-1B	Trunk Blockage to CTL-Q End Otc w/ TGSRR excl	LIS Trunk	Parity	N/A	0	528	0.00%	0.00%						
January 2021	Network Performance	NH-1C	Trunk Blockage to CTL-Q Tandem Otc w/ TGSRR excl	LIS Trunk	Diagnostic	N/A	0	1,728	0.01%							
January 2021	Network Performance	NH-1D	Trunk Blockage to CTL-Q End Otc w/ TGSRR 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	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	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	287,00	480	0.58							
January 2021	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4599,50	480	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	288	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							

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	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	5,760	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	382.07	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 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	19600.00	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 Assign 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%							

NORTH DAKOTA PAP SUMMARY - DECEMBER 2021

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