

CenturyLink
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Andrew Schriener
State Legislative Affairs Director



June 28, 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-22-3**

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 May 2021 through May 2022; and
2. Payment Report for the month of April 2022.

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 28th day of June, 2022, the foregoing Performance Results Report for the months of May 2021 through May 2022 and the Payment Report for the month of April 2022 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 May 2021 - May 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.

June 10, 2022

CenturyLink QC Performance Results – Current 271 PID

May 2022 PAP Aggregate Performance Report ND.xls

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
May 2022	Billing	BI-2	Invoices Delivered within 10 Days	All	Diagnostic	N/A	8	8	100.00%							
May 2022	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	146,744	146,744	100.00%							
May 2022	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	68	68	100.00%							
May 2022	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	73	73	100.00%							
May 2022	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	68	68	100.00%							
May 2022	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	968,114	962,805	1.01							
May 2022	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	496.51	2,228	0.22							
May 2022	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	GUI	Diagnostic	N/A	44,640	44,640	100.00%							
May 2022	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	44,528	44,640	99.75%							
May 2022	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,900	42,900	100.00%							
May 2022	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,820	41,820	100.00%							
May 2022	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,768	26,880	99.58%							
May 2022	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
May 2022	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	2	50.00%							
May 2022	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	3	0.00%	0.00%	8	32	25.00%	43.30%	0.133482	-0.918849
May 2022	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	11:25	2	5.43	6:10						
May 2022	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	66:55	3	22:18	24:18	435:09	30	14:30	19:12	0.809896	-0.507618
May 2022	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	98:58	8	12:22	25:01	7955:38	128	62:09	89:14	-1.530969	-1.930763
May 2022	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	16	0.00%		31	79	39.24%	48.83%	-2.931379	-2.782152
May 2022	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	11,928	0.00%		0	9,528	0.00%			
May 2022	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	22	0.00%		113	6,556	1.72%	13.02%	-0.620125	-1.377009
May 2022	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		32	83	38.55%	48.67%	-0.787389	-1.478698
May 2022	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	270	0.74%	8.57%	0	19	0.00%		-1.138869	-1.692383
May 2022	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	74	0.00%		0	19	0.00%			
May 2022	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	3	167	1.80%	13.28%	32	83	38.55%	48.67%	-5.623347	-4.418752
May 2022	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	8	1,956	0.41%	6.38%	138	12,007	1.15%	10.66%	-2.848567	-2.731806
May 2022	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,704	0.00%	0.00%						-3
May 2022	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	480	0.00%	0.00%						-3
May 2022	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,704	0.00%							
May 2022	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	480	0.00%							
May 2022	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
May 2022	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	4	1	4.00							
May 2022	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	277	277	100.00%							
May 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	0.00	0								
May 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	0.00	0								
May 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	0.00	0								
May 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	0.00	0								
May 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	0.00	0								
May 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	0.00	0								
May 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	0.00	0								
May 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	0.00	0								
May 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	0.00	0								
May 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	0.00	0								
May 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	0.00	0								
May 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	0.00	0								
May 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	0.00	0								
May 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	0.00	0								
May 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	0.00	0								
May 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	0.00	0								
May 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	0.00	0								
May 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	0.00	0								
May 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	0.00	0								
May 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	0.00	0								
May 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	0.00	0								
May 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	0.00	0								
May 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	0.00	0								
May 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	0.00	0								
May 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	0.00	0								

May 2022 PAP Aggregate Performance Report ND.xls

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
May 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	0.00	0								
May 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	749.22	174	4.31							
May 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	274.35	87	3.15							
May 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	64.90	87	0.75							
May 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	186.89	174	1.07							
May 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	344.65	174	1.98							
May 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	316.50	87	3.64							
May 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	296.47	87	3.41							
May 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	298.14	87	3.43							
May 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	641.88	87	7.38							
May 2022	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	51	76	67.11%							
May 2022	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	2	100.00%							
May 2022	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	24	26	92.31%							
May 2022	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	51	55	92.73%							
May 2022	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	2	100.00%							
May 2022	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	24	25	96.00%							
May 2022	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	42:55	10	4:18							
May 2022	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	2	2	100.00%							
May 2022	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	22	22	100.00%							
May 2022	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	42	47	89.36%							
May 2022	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	4	4	100.00%							
May 2022	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	24	24	100.00%							
May 2022	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	3	3	100.00%							
April 2022	Billing	BI-2	Invoices Delivered within 10 Days	All	Diagnostic	N/A	11	11	100.00%							
April 2022	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	96,861	96,861	100.00%							
April 2022	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	80	80	100.00%							
April 2022	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	77	77	100.00%							
April 2022	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	80	80	100.00%							
April 2022	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,197,197	1,188,466	1.01							
April 2022	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	2554.32	11,115	0.23							
April 2022	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	GUI	Diagnostic	N/A	43,200	43,200	100.00%							
April 2022	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	43,200	43,200	100.00%							
April 2022	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,700	41,700	100.00%							
April 2022	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,485	40,485	100.00%							
April 2022	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,580	26,580	100.00%							
April 2022	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
April 2022	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	5	0.00%	0.00%	15	32	46.88%	49.90%	1.551313	-0.056869
April 2022	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	0	1	0.00%	0.00%	8	18	44.44%	49.69%	-0.199201	-1.121106
April 2022	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	113:01	5	22:36	19:58	216:33	27	8:01	6:52	2.290368	0.392445
April 2022	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	449:04	25	17:58	24:34	8853:23	100	88:32	144:43	-2.180865	-2.325872
April 2022	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	5	0.00%	0.00%	0	32	0.00%	0.00%		
April 2022	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	3	25	12.00%	32.50%	19	112	16.96%	37.53%	-0.597964	-1.363536
April 2022	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	16	0.00%		32	79	40.51%	49.09%	-3.009801	-2.829829
April 2022	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	11,928	0.00%		0	9,720	0.00%			
April 2022	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	22	0.00%		90	6,647	1.35%	11.56%	-0.548608	-1.33353
April 2022	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		32	83	38.55%	48.67%	-0.787389	-1.478698
April 2022	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	279	0.00%		0	21	0.00%			
April 2022	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	74	0.00%		0	21	0.00%			
April 2022	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	5	169	2.96%	16.94%	32	83	38.55%	48.67%	-5.456283	-4.317185
April 2022	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	25	1,994	1.25%		112	12,165	0.92%	9.55%	1.443497	-0.122416
April 2022	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	1,704	0.00%	0.00%						-3
April 2022	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	144	0.00%	0.00%						-3
April 2022	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,704	0.00%							
April 2022	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	5	480	1.14%							
April 2022	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	459	459	100.00%							
April 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	159.00	73	2.18							
April 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	252.00	73	3.45							
April 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	411.00	73	5.63							
April 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	180.00	75	2.40							

May 2022 PAP Aggregate Performance Report ND.xls

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
April 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	469.00	75	6.25							
April 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	163.00	75	2.17							
April 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	754.00	75	10.05							
April 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	917.00	75	12.23							
April 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	207.00	75	2.76							
April 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	227.00	75	3.03							
April 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	434.00	75	5.79							
April 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	170.00	75	2.27							
April 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	275.00	75	3.67							
April 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	445.00	75	5.93							
April 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	149.00	71	2.10							
April 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	220.00	71	3.10							
April 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	369.00	71	5.20							
April 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	134.00	72	1.86							
April 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	403.00	72	5.60							
April 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	537.00	72	7.46							
April 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	238.00	75	3.17							
April 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	372.00	75	4.96							
April 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	610.00	75	8.13							
April 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	169.00	75	2.25							
April 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	229.00	75	3.05							
April 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	398.00	75	5.31							
April 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	1435.79	294	4.88							
April 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	556.25	147	3.78							
April 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	110.97	147	0.75							
April 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	359.83	294	1.22							
April 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	707.21	294	2.41							
April 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	824.00	147	5.61							
April 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	598.81	147	4.07							
April 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	513.66	147	3.49							
April 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	1169.72	147	7.96							
April 2022	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	47	72	65.28%							
April 2022	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	8	8	100.00%							
April 2022	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	47	53	88.68%							
April 2022	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	8	8	100.00%							
April 2022	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	23:20	18	1:18							
April 2022	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	7	9	77.78%							
April 2022	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	42	44	95.45%							
April 2022	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	18	18	100.00%							
April 2022	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%							
March 2022	Billing	BI-2	Invoices Delivered within 10 Days	All	Diagnostic	N/A	13	13	100.00%							
March 2022	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	99,440	99,440	100.00%							
March 2022	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	47	47	100.00%							
March 2022	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	60	60	100.00%							
March 2022	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	47	47	100.00%							
March 2022	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,584,429	1,573,177	1.01							
March 2022	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	328.87	1,063	0.31							
March 2022	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	GUI	Diagnostic	N/A	44,640	44,640	100.00%							
March 2022	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	44,640	44,640	100.00%							
March 2022	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
March 2022	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
March 2022	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,921	27,960	99.86%							
March 2022	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
March 2022	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	1	100.00%							
March 2022	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	6	0.00%	0.00%	11	36	30.56%	46.06%	1.078718	-0.344186
March 2022	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	27:24	1	27:24	0:00	278:31	10	27:51	24:00	-0.017944	-1.010909
March 2022	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2:26	1	2:26	0:00						
March 2022	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	81:12	6	13:32	3:59	310:43	33	9:25	9:42	0.796055	-0.516033

May 2022 PAP Aggregate Performance Report ND.xls

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
March 2022	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	166:52	15	11.07	8:37	8667:24	130	66:40	154:41	-1.316896	-1.800616
March 2022	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	2	10	20.00%	40.00%	-0.476731	-1.289832
March 2022	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%	0.00%						
March 2022	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	6	0.00%	0.00%	0	36	0.00%	0.00%		
March 2022	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	3	15	20.00%	40.00%	23	144	15.97%	36.63%	0.104454	-0.936496
March 2022	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	16	0.00%		36	103	34.95%	47.68%	-2.72784	-2.658409
March 2022	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,120	0.00%		0	9,744	0.00%			
March 2022	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	22	4.55%	20.83%	99	6,764	1.46%	12.01%	0.585807	-0.643854
March 2022	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		36	107	33.64%	47.25%	-0.708765	-1.430898
March 2022	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	284	0.35%	5.92%	0	21	0.00%		-1.484392	-1.902446
March 2022	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	75	0.00%		0	21	0.00%			
March 2022	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	6	172	3.49%	18.35%	36	107	33.64%	47.25%	-5.183679	-4.151453
March 2022	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	15	2,032	0.74%	8.56%	143	12,317	1.16%	10.71%	-1.648417	-2.002166
March 2022	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	9	10	90.00%	30.00%	-0.317821	-1.193221
March 2022	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	1,608	0.00%	0.00%						
March 2022	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	528	0.00%	0.00%						-3
March 2022	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	2	1,704	0.13%							
March 2022	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	528	0.00%							
March 2022	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	54	54	100.00%							
March 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	9.00	4	2.25							
March 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	12.00	4	3.00							
March 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	21.00	4	5.25							
March 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	10.00	4	2.50							
March 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	22.00	4	5.50							
March 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	8.00	4	2.00							
March 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	33.00	4	8.25							
March 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	41.00	4	10.25							
March 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	9.00	4	2.25							
March 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	12.00	4	3.00							
March 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	21.00	4	5.25							
March 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8.00	4	2.00							
March 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	12.00	4	3.00							
March 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	20.00	4	5.00							
March 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	8.00	4	2.00							
March 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	12.00	4	3.00							
March 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	20.00	4	5.00							
March 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	9.00	4	2.25							
March 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	28.00	4	7.00							
March 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	37.00	4	9.25							
March 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	12.00	4	3.00							
March 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	28.00	4	7.00							
March 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	40.00	4	10.00							
March 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	9.00	4	2.25							
March 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	12.00	4	3.00							
March 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	21.00	4	5.25							
March 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	874.03	210	4.16							
March 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	304.27	105	2.90							
March 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	34.32	105	0.33							
March 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	190.82	210	0.91							
March 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	379.64	210	1.81							
March 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	578.79	105	5.51							
March 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	475.89	105	4.53							
March 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	380.07	105	3.62							
March 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	744.28	105	7.09							
March 2022	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	57	86	66.28%							
March 2022	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	37	39	94.87%							
March 2022	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	57	63	90.48%							
March 2022	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	37	37	100.00%							

May 2022 PAP Aggregate Performance Report ND.xls

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
March 2022	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	45:52	12	3.49							
March 2022	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	36	36	100.00%							
March 2022	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	54	55	98.18%							
March 2022	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	2	2	100.00%							
March 2022	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	21	21	100.00%							
March 2022	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	1	1	100.00%							
February 2022	Billing	BI-2	Invoices Delivered within 10 Days	All	Diagnostic	N/A	11	11	100.00%							
February 2022	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	78,910	78,910	100.00%							
February 2022	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	84	84	100.00%							
February 2022	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	79	79	100.00%							
February 2022	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	84	84	100.00%							
February 2022	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,125,883	1,119,706	1.01							
February 2022	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1489.18	6,560	0.23							
February 2022	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	GUI	Diagnostic	N/A	40,320	40,320	100.00%							
February 2022	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	40,320	40,320	100.00%							
February 2022	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	38,880	38,880	100.00%							
February 2022	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	37,812	37,860	99.87%							
February 2022	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	24,720	24,720	100.00%							
February 2022	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
February 2022	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%							
February 2022	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	4	50.00%	50.00%	10	36	27.78%	44.79%	-0.941357	-1.572305
February 2022	Maintenance and Repair	MR-5X	Out of Service cleared w/ 24 hours	Business	Parity	N/A	1	1	100.00%	0.00%	22	46	47.83%	49.95%	-1.03295	-1.628199
February 2022	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	6:09	1	6:09	0:00						
February 2022	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	67:07	4	16:47	26:08	462:58	35	13:14	17:54	0.450985	-0.72582
February 2022	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	72:38	9	8:04	6:12	4592:48	111	41:23	42:56	-2.237999	-2.360607
February 2022	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%						
February 2022	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	4	0.00%	0.00%	0	36	0.00%	0.00%		
February 2022	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	1	9	11.11%	31.43%	16	123	13.01%	33.64%	-0.16331	-1.099285
February 2022	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	16	0.00%		33	103	32.04%	46.66%	-2.55513	-2.553409
February 2022	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,456	0.00%		0	9,696	0.00%			
February 2022	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	22	0.00%		74	6,816	1.09%	10.36%	-0.490606	-1.298267
February 2022	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		36	107	33.64%	47.25%	-0.708765	-1.430898
February 2022	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	293	0.00%		0	27	0.00%			
February 2022	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	78	1.28%	11.25%	0	27	0.00%		-0.652179	-1.396497
February 2022	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	4	176	2.27%	14.90%	36	107	33.64%	47.25%	-5.416296	-4.292874
February 2022	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	9	2,063	0.44%	6.59%	123	12,426	0.99%	9.90%	-2.352161	-2.430012
February 2022	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	1,728	0.00%	0.00%						-3
February 2022	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	480	0.00%	0.00%						-3
February 2022	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	1,824	0.06%							
February 2022	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	480	0.00%							
February 2022	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	261	261	100.00%							
February 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	96.00	78	1.23							
February 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	246.00	78	3.15							
February 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	342.00	78	4.38							
February 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	95.00	77	1.23							
February 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	338.00	77	4.39							
February 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	87.00	77	1.13							
February 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	707.00	77	9.18							
February 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	794.00	77	10.31							
February 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	122.00	77	1.58							
February 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	457.00	77	5.94							
February 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	579.00	77	7.52							
February 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	96.00	78	1.23							
February 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	317.00	78	4.06							
February 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	413.00	78	5.29							
February 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	88.00	73	1.21							
February 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	219.00	73	3.00							
February 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	307.00	73	4.21							
February 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	78.00	76	1.03							

May 2022 PAP Aggregate Performance Report ND.xls

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
February 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	379.00	76	4.99							
February 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	457.00	76	6.01							
February 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	163.00	78	2.09							
February 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	366.00	78	4.69							
February 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	529.00	78	6.78							
February 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	101.00	78	1.29							
February 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	241.00	78	3.09							
February 2022	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	342.00	78	4.38							
February 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	1031.98	268	3.85							
February 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	334.22	134	2.49							
February 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	531.52	133	4.00							
February 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	193.78	268	0.72							
February 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	463.22	268	1.73							
February 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	303.20	133	2.28							
February 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	585.89	134	4.37							
February 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	405.09	134	3.02							
February 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	1168.33	134	8.72							
February 2022	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	46	53	86.79%							
February 2022	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	3	3	100.00%							
February 2022	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	11	13	84.62%							
February 2022	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	46	47	97.87%							
February 2022	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	3	3	100.00%							
February 2022	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	11	11	100.00%							
February 2022	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	4:00	5	0:48							
February 2022	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	3	3	100.00%							
February 2022	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	11	11	100.00%							
February 2022	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	44	44	100.00%							
February 2022	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	2	2	100.00%							
February 2022	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	6	6	100.00%							
February 2022	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	8	8	100.00%							
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	UNEs and Resale Aggregate	Diagnostic	N/A	92,564	92,564	100.00%							
January 2022	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	82	82	100.00%							
January 2022	Billing	BI-4A	UNEs and Resale Aggregate	UNEs 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	GUI	Diagnostic	N/A	44,640	44,640	100.00%							
January 2022	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	44,640	44,640	100.00%							
January 2022	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840	100.00%							
January 2022	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	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	6	0.00%	0.00%	17	37	45.95%	49.84%	1.777238	0.080484
January 2022	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/1 MSA	Residence	Parity	N/A	17:09	1	17:09	0:00	3432:27	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	605:23	6	100:54	99:54	443:46	35	12:41	24:20	3.090232	0.878728
January 2022	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	366:45	11	33:20	80:22	9374:52	115	81:31	134:43	-1.133241	-1.688962
January 2022	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/1 MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	12	50	24.00%	42.71%	-0.556415	-1.338276
January 2022	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	6	0.00%	0.00%	0	37	0.00%	0.00%		
January 2022	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	2	11	18.18%	38.57%	28	128	21.88%	41.34%	-0.284332	-1.172862
January 2022	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	17	0.00%		37	104	35.58%	47.87%	-2.840612	-2.726969
January 2022	Maintenance and Repair	MR-8	Trouble Rate	LIS 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/1 MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	44	50	88.00%	32.50%	-0.365636	-1.222291

May 2022 PAP Aggregate Performance Report ND.xls

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
January 2022	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,824	0.01%	0.05%						-2.957368
January 2022	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	528	0.00%	0.00%						-3
January 2022	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,824	0.01%							
January 2022	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	528	0.00%							
January 2022	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	2	2	100.00%	0.00%		
January 2022	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	3	3	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	95.00%	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							
January 2022	Pre-Ordering	PO-1-XML	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-XML	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-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	465.32	105	4.43							
January 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	393.67	105	3.75							
January 2022	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	925.09	105	8.81							
January 2022	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	50	70	71.43%							
January 2022	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	2	100.00%							
January 2022	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	20	21	95.24%							
January 2022	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	50	52	96.15%							
January 2022	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	2	100.00%							
January 2022	Pre-Ordering	PO-2B	All 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-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	49	49	100.00%							
January 2022	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	1	1	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	BI-2	Invoices Delivered within 10 Days	All	Diagnostic	N/A	10	11	90.91%							
December 2021	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	97,555	97,555	100.00%							
December 2021	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	89	89	100.00%							
December 2021	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	100	100	100.00%							
December 2021	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	89	89	100.00%							

May 2022 PAP Aggregate Performance Report ND.xls

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
December 2021	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,242,252	1,234,805	1.01							
December 2021	Database Updates	DB-1C-1	All	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	XML	Diagnostic	N/A	44,640	44,640	100.00%							
December 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
December 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
December 2021	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
December 2021	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
December 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	15	28	53.57%	49.87%	0.043231	-0.973717
December 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	0	2	0.00%							
December 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	3	33.33%	47.14%	16	30	53.33%	49.89%	0.05884	-0.964228
December 2021	Maintenance and Repair	MR-5X	Out of Service cleared w/i 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						
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	402:14	29	13:52	25:51	-0.228041	-1.138639
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	4582:56	84	54:34	59:23	-2.309468	-2.404057
December 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	0	30	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%						
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	Unbundled Loop Analog	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	LIS Trunk	Parity	N/A	0	12,744	0.00%		0	9,600	0.00%			
December 2021	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	22	0.00%		68	7,004	0.97%	9.81%	-0.463693	-1.281905
December 2021	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		30	108	27.78%	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%		-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	27	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	27.78%	44.79%	-4.859904	-3.954612
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%	-0.76812	-1.466984
December 2021	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	1,704	0.00%	0.01%						-2.997887
December 2021	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	528	0.00%	0.00%						-3
December 2021	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,704	0.00%							
December 2021	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	528	0.00%							
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 (Appt. Scheduler)	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							
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							

May 2022 PAP Aggregate Performance Report ND.xls

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
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	148.10	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	365.03	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 Assgn 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	95.00%	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 LIS Trunks.	LIS Trunk	Benchmark	85.00%	12	12	100.00%							
November 2021	Billing	BI-2	Invoices Delivered within 10 Days	All	Diagnostic	N/A	8	8	100.00%							
November 2021	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	97,222	97,222	100.00%							
November 2021	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	89	89	100.00%							
November 2021	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	104	104	100.00%							
November 2021	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	89	89	100.00%							
November 2021	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,204,418	1,196,532	1.01							
November 2021	Database Updates	DB-1C-1	All	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	EBTA	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/i 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/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	0	2	0.00%							
November 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%	0	1	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						
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	2963:04	20	148:09	148:54	18108:00	98	184:47	267:32	-0.557889	-1.339172
November 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	0	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%							
November 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	2	50.00%	50.00%	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 Analog	Parity	N/A	2	20	10.00%	30.00%	15	110	13.64%	34.32%	-0.435905	-1.265012
November 2021	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	18	5.56%	22.91%	1	105	0.95%	9.71%	0.605898	-0.63164
November 2021	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,768	0.00%		0	9,456	0.00%			
November 2021	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	22	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%		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%		-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	27	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%	-0.559206	-1.339973
November 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	20	2,138	0.94%	9.63%	110	12,846	0.86%	9.21%	0.367801	-0.776393
November 2021	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,704	0.00%	0.00%						-3
November 2021	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	528	0.00%	0.00%						-3

May 2022 PAP Aggregate Performance Report ND.xls

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
November 2021	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,704	0.00%							
November 2021	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	528	0.00%							
November 2021	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
November 2021	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	6	1	6.00	0.00						
November 2021	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
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 Assgn XML)	XML Request/Response	Diagnostic	N/A	1495.79	147	10.18							
November 2021	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	50	66	75.76%							
November 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	1	1	100.00%							
November 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	29	31	93.55%							
November 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	50	51	98.04%							
November 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	1	1	100.00%							
November 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	29	29	100.00%							
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	BI-2	Invoices Delivered within 10 Days	All	Diagnostic	N/A	13	13	100.00%							
October 2021	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	99,174	99,174	100.00%							
October 2021	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	89	89	100.00%							
October 2021	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	119	119	100.00%							
October 2021	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	89	89	100.00%							

May 2022 PAP Aggregate Performance Report ND.xls

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
October 2021	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,437,562	1,430,983	1.00							
October 2021	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	611.29	2,516	0.24							
October 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	GUI	Diagnostic	N/A	44,640	44,640	100.00%							
October 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	44,640	44,640	100.00%							
October 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840	100.00%							
October 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,565	41,565	100.00%							
October 2021	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,580	26,580	100.00%							
October 2021	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
October 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	0	1	0.00%							
October 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%						
October 2021	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	2	2	100.00%	0.00%	17	29	58.62%	49.25%	-1.14921	-1.69867
October 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	5:37	1	5:37	0.00						
October 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	11:11	2	5:35	0.25						
October 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	351:43	23	15:18	30:17	8593:09	117	73:27	162:20	-1.570609	-1.954863
October 2021	Maintenance and Repair	MR-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	113	0.00%			
October 2021	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,864	0.00%		0	9,960	0.00%			
October 2021	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	22	0.00%		98	7,194	1.36%	11.59%	-0.55037	-1.334601
October 2021	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		0	117	0.00%			
October 2021	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	321	0.00%		0	27	0.00%			
October 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	81	1.23%	11.04%	0	27	0.00%		-0.67449	-1.410061
October 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	2	200	1.00%	9.95%	0	117	0.00%		0.260299	-0.84175
October 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	23	2,176	1.06%	10.23%	131	13,017	1.01%	9.98%	0.218931	-0.866899
October 2021	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	1,776	0.00%	0.00%						-3
October 2021	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	528	0.00%	0.00%						-3
October 2021	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,776	0.00%							
October 2021	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	528	0.00%							
October 2021	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	2	50.00%	50.00%	3	3	100.00%	0.00%	0.253347	-0.845976
October 2021	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	9	1	9.00	0.00						
October 2021	Ordering and Provisioning	OP-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	92.00	84	1.10							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	351.00	84	4.18							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	443.00	84	5.27							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	90.00	86	1.05							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	369.00	86	4.29							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	87.00	85	1.02							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	735.00	85	8.65							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	822.00	85	9.67							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	99.00	86	1.15							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	577.00	86	6.71							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	676.00	86	7.86							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	86.00	86	1.00							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	273.00	86	3.17							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	359.00	86	4.17							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	86.00	80	1.08							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	240.00	80	3.00							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	326.00	80	4.08							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	88.00	86	1.02							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	495.00	86	5.76							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	583.00	86	6.78							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	154.00	86	1.79							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	417.00	86	4.85							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	571.00	86	6.64							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	85.00	85	1.00							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	313.00	85	3.68							
October 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	398.00	85	4.68							

May 2022 PAP Aggregate Performance Report ND.xls

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
October 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	2005.68	296	6.78							
October 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	467.60	148	3.16							
October 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	811.07	148	5.48							
October 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	718.76	295	2.44							
October 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	1170.48	296	3.95							
October 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	429.60	148	2.90							
October 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	722.20	148	4.88							
October 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	528.96	148	3.57							
October 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	948.09	148	6.41							
October 2021	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	57	77	74.03%							
October 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	1	1	100.00%							
October 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	21	23	91.30%							
October 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	57	60	95.00%							
October 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	1	1	100.00%							
October 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	21	22	95.45%							
October 2021	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	88.21	31	2.51							
October 2021	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	1	1	100.00%							
October 2021	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	23	23	100.00%							
October 2021	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	52	53	98.11%							
October 2021	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	2	2	100.00%							
October 2021	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	17	17	100.00%							
October 2021	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%							
September 2021	Billing	BI-2	Invoices Delivered within 10 Days	All	Diagnostic	N/A	15	15	100.00%							
September 2021	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	100,730	100,730	100.00%							
September 2021	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	116	116	100.00%							
September 2021	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	90	90	100.00%							
September 2021	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	116	116	100.00%							
September 2021	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,730,426	1,719,409	1.01							
September 2021	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	357.59	2,044	0.17							
September 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	GUI	Diagnostic	N/A	43,200	43,200	100.00%							
September 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	43,200	43,200	100.00%							
September 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
September 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	Gateway 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								
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%	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	1	4	25.00%	43.30%	11	24	45.83%	49.83%	0.209333	-0.872734
September 2021	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/ MSA	Residence	Parity	N/A	4.07	1	4.07	0.00	5477.52	79	69.20	67.18	-0.963127	-1.58554
September 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	13.47	2	6.53	2.36						
September 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	15.06	3	5.02	1:10						
September 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	18.49	3	6.16	2.56						
September 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	82.43	12	6.54	6.08	7003:12	121	57.53	59.46	-2.818828	-2.713726
September 2021	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/ MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	17	84	20.24%	40.18%	-0.500746	-1.304432
September 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%						
September 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	3	33.33%	47.14%						
September 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	3	33.33%	47.14%						
September 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	2	12	16.67%	37.27%	22	132	16.67%	37.27%	0	-1
September 2021	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	18	11.11%	31.43%	0	113	0.00%		2.097644	0.275277
September 2021	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,792	0.00%		0	9,624	0.00%			
September 2021	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	23	4.35%	20.39%	104	7,306	1.42%	11.85%	0.574547	-0.6507
September 2021	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		0	117	0.00%			
September 2021	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	330	0.91%	9.49%	0	27	0.00%		-0.803963	-1.488775
September 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	87	0.00%		0	27	0.00%			
September 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	3	208	1.44%	11.92%	0	117	0.00%		0.64095	-0.61033
September 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	12	2,225	0.54%	7.32%	132	13,159	1.00%	9.97%	-2.030378	-2.234382

May 2022 PAP Aggregate Performance Report ND.xls

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
September 2021	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/1 MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	70	84	83.33%	37.27%	-0.444575	-1.270282
September 2021	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	1,752	0.00%	0.00%						-3
September 2021	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	528	0.00%	0.00%						-3
September 2021	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,752	0.00%							
September 2021	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	528	0.00%							
September 2021	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%						
September 2021	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	8	1	8.00%	0.00%						
September 2021	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%						
September 2021	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	27	33	81.82%							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	190.00	61	3.11							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	214.00	61	3.51							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	404.00	61	6.62							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	170.00	61	2.79							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	441.00	61	7.23							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	163.00	59	2.76							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	544.00	59	9.22							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	707.00	59	11.98							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	247.00	61	4.05							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	444.00	61	7.28							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	691.00	61	11.33							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	175.00	60	2.92							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	203.00	60	3.38							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	378.00	60	6.30							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	166.00	58	2.86							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	176.00	58	3.03							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	342.00	58	5.90							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	140.00	61	2.30							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	351.00	61	5.75							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	491.00	61	8.05							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	254.00	61	4.16							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	301.00	61	4.93							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	555.00	61	9.10							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	189.00	61	3.10							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	183.00	61	3.00							
September 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	372.00	61	6.10							
September 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	1103.11	212	5.20							
September 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	312.93	106	2.95							
September 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	616.40	106	5.82							
September 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	201.10	213	0.94							
September 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	739.74	212	3.49							
September 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	651.21	106	6.14							
September 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	565.87	106	5.34							
September 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	382.82	106	3.61							
September 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	658.43	106	6.21							
September 2021	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	54	73	73.97%							
September 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	5	5	100.00%							
September 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	47	47	100.00%							
September 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	54	57	94.74%							
September 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	5	5	100.00%							
September 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	47	47	100.00%							
September 2021	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	51:52	11	4.43							
September 2021	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	5	5	100.00%							
September 2021	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	47	47	100.00%							
September 2021	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	52	52	100.00%							
September 2021	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	18	19	94.74%							
September 2021	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	5	5	100.00%							
August 2021	Billing	BI-2	Invoices Delivered within 10 Days	All	Diagnostic	N/A	8	8	100.00%							
August 2021	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	102,265	102,265	100.00%							
August 2021	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	44	44	100.00%							

May 2022 PAP Aggregate Performance Report ND.xls

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
August 2021	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	102	102	100.00%							
August 2021	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	44	44	100.00%							
August 2021	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,679,083	1,668,703	1.01							
August 2021	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	280.42	988	0.28							
August 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	GUI	Diagnostic	N/A	44,640	44,640	100.00%							
August 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	44,640	44,640	100.00%							
August 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,900	42,900	100.00%							
August 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,820	41,820	100.00%							
August 2021	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880	100.00%							
August 2021	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
August 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	3	33.33%							
August 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%						
August 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	13:20	3	4:27	1:40						
August 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	6:56	2	3:28	0:44						
August 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	170:46	23	7:25	9:33	4821:21	117	41:12	42:00	-3.526258	-3.143813
August 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	3	0.00%	0.00%						
August 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%						
August 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	23	0.00%	0.00%	27	126	21.43%	41.03%	-2.30314	-2.40021
August 2021	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	18	0.00%		0	117	0.00%			
August 2021	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,720	0.00%		0	9,624	0.00%			
August 2021	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	23	0.00%		80	7,411	1.08%	10.33%	-0.500212	-1.304108
August 2021	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		0	121	0.00%			
August 2021	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	339	0.88%	9.37%	0	27	0.00%		-0.820703	-1.498952
August 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	89	0.00%		0	27	0.00%			
August 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	2	212	0.94%	9.67%	0	121	0.00%		0.241434	-0.853219
August 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	23	2,294	1.00%	9.96%	126	13,315	0.95%	9.68%	0.257305	-0.843569
August 2021	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	1,728	0.00%	0.00%						-3
August 2021	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	528	0.00%	0.00%						-3
August 2021	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,728	0.00%							
August 2021	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	528	0.00%							
August 2021	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	33	35	94.29%							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	63.00	56	1.13							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	241.00	56	4.30							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	304.00	56	5.43							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	60.00	57	1.05							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	258.00	57	4.53							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	63.00	57	1.11							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	537.00	57	9.42							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	600.00	57	10.53							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	80.00	57	1.40							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	387.00	57	6.79							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	467.00	57	8.19							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	61.00	57	1.07							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	195.00	57	3.42							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	256.00	57	4.49							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	54.00	53	1.02							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	162.00	53	3.06							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	216.00	53	4.08							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	58.00	57	1.02							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	360.00	57	6.32							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	418.00	57	7.33							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	116.00	57	2.04							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	315.00	57	5.53							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	431.00	57	7.56							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	60.00	57	1.05							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	207.00	57	3.63							
August 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	267.00	57	4.68							

May 2022 PAP Aggregate Performance Report ND.xls

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
August 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	1284.53	210	6.12							
August 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	334.36	105	3.18							
August 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	672.34	105	6.40							
August 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	205.63	210	0.98							
August 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	867.63	210	4.13							
August 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	431.34	105	4.11							
August 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	500.09	105	4.76							
August 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	361.80	105	3.45							
August 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	1039.53	105	9.90							
August 2021	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	66	86	76.74%							
August 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	2	100.00%							
August 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	22	32	68.75%							
August 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	66	70	94.29%							
August 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	2	100.00%							
August 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	22	22	100.00%							
August 2021	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	86:05	16	5.23							
August 2021	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	2	2	100.00%							
August 2021	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	23	23	100.00%							
August 2021	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	65	65	100.00%							
August 2021	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	11	11	100.00%							
August 2021	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	15	15	100.00%							
August 2021	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	3	4	75.00%							
July 2021	Billing	BI-2	Invoices Delivered within 10 Days	All	Diagnostic	N/A	12	12	100.00%							
July 2021	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	100,482	100,482	100.00%							
July 2021	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	120	120	100.00%							
July 2021	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	137	137	100.00%							
July 2021	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	120	120	100.00%							
July 2021	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,354,534	1,344,741	1.01							
July 2021	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	235.78	984	0.24							
July 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	GUI	Diagnostic	N/A	44,640	44,640	100.00%							
July 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	44,640	44,640	100.00%							
July 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,140	43,140	100.00%							
July 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,925	41,925	100.00%							
July 2021	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,660	27,660	100.00%							
July 2021	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
July 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
July 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	0	4	0.00%							
July 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	2	50.00%							
July 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	2	50.00%	50.00%						
July 2021	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	1	100.00%	0.00%	18	38	47.37%	49.93%	-1.040491	-1.632573
July 2021	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	25:33	1	25:33	0:00	14048:02	103	136:23	849:25	-0.12986	-1.078949
July 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2:39	1	2:39	0:00						
July 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	81:42	4	20:25	12:06						
July 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	5:15	2	2:37	3:41						
July 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	12:25	2	6:12	8:44						
July 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	435:36	30	14:31	17:00	32822:16	155	211:45	1117:58	-0.884499	-1.537737
July 2021	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/i MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	24	111	21.62%	41.17%	-0.522876	-1.317886
July 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%						
July 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	4	25.00%	43.30%						
July 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	2	50.00%	50.00%						
July 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%						
July 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	2	30	6.67%	24.94%	31	173	17.92%	38.35%	-1.48355	-1.901934
July 2021	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	20	5.00%	21.79%	0	118	0.00%		1.05844	-0.356514
July 2021	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,648	0.00%		0	9,672	0.00%			
July 2021	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	23	4.35%	20.39%	127	7,510	1.69%	12.89%	0.450558	-0.72608
July 2021	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		0	122	0.00%			
July 2021	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4	349	1.15%	10.64%	0	27	0.00%		-0.647447	-1.39362

May 2022 PAP Aggregate Performance Report ND.xls

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
July 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	89	2.25%	14.82%	0	27	0.00%		-0.220108	-1.133816
July 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	2	217	0.92%	9.56%	0	122	0.00%		0.229939	-0.860207
July 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	30	2,339	1.28%	11.25%	173	13,452	1.29%	11.27%	-0.013687	-1.008321
July 2021	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/1 MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	95	111	85.59%	35.12%	-0.408555	-1.248384
July 2021	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	1,728	0.00%	0.01%						-2.993333
July 2021	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	528	0.00%	0.00%						-3
July 2021	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,728	0.00%							
July 2021	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	528	0.00%							
July 2021	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	3	3	100.00%	0.00%		
July 2021	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	4	1	4.00	0.00						
July 2021	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	4	4	100.00%	0.00%		
July 2021	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	91	91	100.00%							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	91.00	53	1.72							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	285.00	53	5.38							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	376.00	53	7.09							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	104.00	53	1.96							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	296.00	53	5.58							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	79.00	53	1.49							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	544.00	53	10.26							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	623.00	53	11.75							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	117.00	53	2.21							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	399.00	53	7.53							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	516.00	53	9.74							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	101.00	52	1.94							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	186.00	52	3.58							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	287.00	52	5.52							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	76.00	51	1.49							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	180.00	51	3.53							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	256.00	51	5.02							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	57.00	54	1.06							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	339.00	54	6.28							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	396.00	54	7.33							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	122.00	54	2.26							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	317.00	54	5.87							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	439.00	54	8.13							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	105.00	53	1.98							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	174.00	53	3.28							
July 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	279.00	53	5.26							
July 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	1274.37	210	6.07							
July 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	324.49	105	3.09							
July 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	693.77	105	6.61							
July 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	1818.96	210	8.66							
July 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	979.93	210	4.67							
July 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	373.89	105	3.56							
July 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	513.76	105	4.89							
July 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	466.54	105	4.44							
July 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	692.22	105	6.59							
July 2021	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	51	72	70.83%							
July 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	2	100.00%							
July 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	29	38	76.32%							
July 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	51	58	87.93%							
July 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	2	100.00%							
July 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	29	29	100.00%							
July 2021	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	27:01	16	1:41							
July 2021	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	2	2	100.00%							
July 2021	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	30	30	100.00%							
July 2021	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	49	49	100.00%							
July 2021	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	8	8	100.00%							
July 2021	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	12	12	100.00%							

May 2022 PAP Aggregate Performance Report ND.xls

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July 2021	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	3	4	75.00%							
June 2021	Billing	BI-2	Invoices Delivered within 10 Days	All	Diagnostic	N/A	6	6	100.00%							
June 2021	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	102,420	102,420	100.00%							
June 2021	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	130	130	100.00%							
June 2021	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	78	79	98.73%							
June 2021	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	130	130	100.00%							
June 2021	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,530,520	1,520,659	1.01							
June 2021	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	267.65	1,185	0.23							
June 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	GUI	Diagnostic	N/A	43,200	43,200	100.00%							
June 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	43,200	43,200	100.00%							
June 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
June 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%							
June 2021	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880	100.00%							
June 2021	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
June 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 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%							
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%	1.501086	-0.087405
June 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0:08	1	0:08	0:00	4:35	2	2:18	1:02	-1.718784	-2.044946
June 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4:41	1	4:41	0:00						
June 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	42:40	4	10:40	8:21	4:35	2	2:18	1:02	1.654628	0.005942
June 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	113:08	14	8:05	5:34	14917:18	147	101:29	684:41	-0.487703	-1.296502
June 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	0	2	0.00%	0.00%		
June 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%	0.00%						
June 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	4	25.00%	43.30%	0	2	0.00%	0.00%	-0.430727	-1.261864
June 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	2	14	14.29%	34.99%	30	169	17.75%	38.21%	-0.326137	-1.198277
June 2021	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	21	4.76%	21.30%	2	122	1.64%	12.70%	0.302079	-0.816349
June 2021	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,576	0.00%		0	10,416	0.00%			
June 2021	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	24	0.00%		123	7,636	1.61%	12.59%	-0.62585	-1.38049
June 2021	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		2	127	1.57%	12.45%	-0.125996	-1.0766
June 2021	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	356	0.28%	5.29%	0	27	0.00%		-1.472106	-1.894977
June 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	89	0.00%		0	27	0.00%			
June 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	4	221	1.81%	13.33%	2	127	1.57%	12.45%	-0.2982	-1.181293
June 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	14	2,363	0.59%	7.67%	169	13,644	1.24%	11.06%	-2.621985	-2.594054
June 2021	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	1,728	0.00%	0.02%						-2.991667
June 2021	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	528	0.00%	0.00%						-3
June 2021	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,728	0.00%							
June 2021	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	528	0.00%							
June 2021	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
June 2021	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
June 2021	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	5	1	5.00							
June 2021	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	2	2	100.00%	0.00%		
June 2021	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
June 2021	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	166	166	100.00%							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	3295.00	1,395	2.36							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	6847.00	1,395	4.91							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	10142.00	1,395	7.27							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3012.00	1,380	2.18							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	12641.00	1,380	9.16							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	2564.00	1,378	1.86							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	11809.00	1,378	8.57							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	14373.00	1,378	10.43							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3314.00	1,381	2.40							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	9642.00	1,381	6.98							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	12956.00	1,381	9.38							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	2975.00	1,377	2.16							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	4751.00	1,377	3.45							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	7726.00	1,377	5.61							

May 2022 PAP Aggregate Performance Report ND.xls

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June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2656.00	1,286	2.07							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	4378.00	1,286	3.40							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	7034.00	1,286	5.47							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1699.00	1,353	1.26							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8406.00	1,353	6.21							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	10105.00	1,353	7.47							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	3782.00	1,381	2.74							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	7152.00	1,381	5.18							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	10934.00	1,381	7.92							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2932.00	1,378	2.13							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	4356.00	1,378	3.16							
June 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	7288.00	1,378	5.29							
June 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	766.47	126	6.08							
June 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	277.06	63	4.40							
June 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	428.83	63	6.81							
June 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	193.74	126	1.54							
June 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual XML)	XML Request/Response	Diagnostic	N/A	398.29	126	3.16							
June 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	303.40	63	4.82							
June 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	328.24	63	5.21							
June 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	284.61	63	4.52							
June 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	485.72	63	7.71							
June 2021	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	58	79	73.42%							
June 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	5	5	100.00%							
June 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	13	23	56.52%							
June 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	58	58	100.00%							
June 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	5	5	100.00%							
June 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	13	13	100.00%							
June 2021	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	46:27	20	2:19							
June 2021	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	5	5	100.00%							
June 2021	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	15	15	100.00%							
June 2021	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	57	57	100.00%							
June 2021	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	10	10	100.00%							
June 2021	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	13	13	100.00%							
June 2021	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	1	1	100.00%							
May 2021	Billing	BI-2	Invoices Delivered within 10 Days	All	Diagnostic	N/A	7	7	100.00%							
May 2021	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	95,299	95,299	100.00%							
May 2021	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	136	136	100.00%							
May 2021	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A	110	110	100.00%							
May 2021	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	136	136	100.00%							
May 2021	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,584,460	1,573,779	1.01							
May 2021	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	345.94	1,635	0.21							
May 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	GUI	Diagnostic	N/A	44,640	44,640	100.00%							
May 2021	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	44,640	44,640	100.00%							
May 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840	100.00%							
May 2021	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,565	41,565	100.00%							
May 2021	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,580	26,580	100.00%							
May 2021	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
May 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%						
May 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	2	50.00%							
May 2021	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%						
May 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	16:43	2	8:22	0:01						
May 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	7:51	2	3:55	0:12						
May 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	6:44	1	6:44	0:00						
May 2021	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	78:05	11	7:06	6:15	3041:05	107	28:25	27:25	-2.455577	-2.492885
May 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%						
May 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	2	0.00%	0.00%						
May 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
May 2021	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	1	11	9.09%	28.75%	19	126	15.08%	35.78%	-0.532277	-1.323602

May 2022 PAP Aggregate Performance Report ND.xls

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
May 2021	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	24	8.33%	27.64%	0	130	0.00%		1.987608	0.20838
May 2021	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	12,480	0.00%		0	10,032	0.00%			
May 2021	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	24	0.00%		95	7,760	1.22%	11.00%	-0.544554	-1.331065
May 2021	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%		0	136	0.00%			
May 2021	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	364	0.55%	7.39%	0	27	0.00%		-1.10998	-1.67482
May 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	90	0.00%		0	27	0.00%			
May 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	225	0.44%	6.65%	0	136	0.00%		-0.314077	-1.190945
May 2021	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	11	2,402	0.46%	6.75%	126	13,854	0.91%	9.49%	-2.152003	-2.308325
May 2021	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,728	0.00%	0.00%						-3
May 2021	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	528	0.00%	0.00%						-3
May 2021	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,728	0.00%							
May 2021	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	528	0.00%							
May 2021	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	25	25	100.00%							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	2678.00	1,130	2.37							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	5301.00	1,130	4.69							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	7979.00	1,130	7.06							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	2414.00	1,116	2.16							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	10411.00	1,116	9.33							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	2100.00	1,116	1.88							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	9301.00	1,116	8.33							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	11401.00	1,116	10.22							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2684.00	1,117	2.40							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7556.00	1,117	6.76							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10240.00	1,117	9.17							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	2374.00	1,116	2.13							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	3799.00	1,116	3.40							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	6173.00	1,116	5.53							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2130.00	1,039	2.05							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	3518.00	1,039	3.39							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	5648.00	1,039	5.44							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1314.00	1,097	1.20							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	6744.00	1,097	6.15							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	8058.00	1,097	7.35							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	3059.00	1,118	2.74							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	5620.00	1,118	5.03							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	8679.00	1,118	7.76							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2391.00	1,115	2.14							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	3527.00	1,115	3.16							
May 2021	Pre-Ordering	PO-1-GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	5918.00	1,115	5.31							
May 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	1368.90	210	6.52							
May 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	884.27	105	8.42							
May 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	623.10	105	5.93							
May 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	257.14	210	1.22							
May 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	735.72	210	3.50							
May 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	594.51	105	5.66							
May 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	532.68	105	5.07							
May 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	504.74	105	4.81							
May 2021	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	873.36	105	8.32							
May 2021	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	62	82	75.61%							
May 2021	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	29	36	80.56%							
May 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	62	65	95.38%							
May 2021	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	29	29	100.00%							
May 2021	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	57:32	17	3:23							
May 2021	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	30	30	100.00%							
May 2021	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	60	60	100.00%							
May 2021	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	8	8	100.00%							
May 2021	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	18	18	100.00%							
May 2021	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%							

NORTH DAKOTA PAP SUMMARY - APRIL 2022

State	Reporting Period	PID	PID Description	Product	Current Month Payment	Incremental Rerun Payment	Interest	Total Monthly Payment
ND	04/01/2022	Total Payments			1007	0	0	1007
ND	04/01/2022	MR-6E	Mean Time to Restore	UBL_DS1	1007	0	0	1007