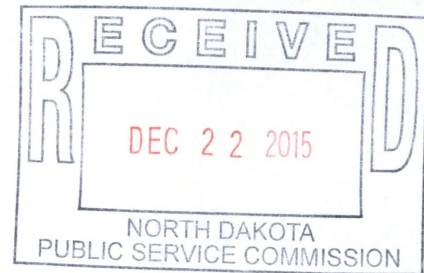


CenturyLink
220 N 5th Street
Bismarck, North Dakota 58501
701 222 7051
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Kent Blickensderfer
State Legislative Affairs Director



December 22, 2015



Mr. Darrell Nitschke
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-15-3**

Dear Mr. Nitschke:

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

1. Performance Results Report for the months of November 2014 through November 2015; and
2. Payment Report for the month of October 2015.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Blickensderfer".

Kent Blickensderfer
State Legislative Affairs Director

KB/bardm

Enclosures

CERTIFICATE OF SERVICE

I hereby certify that on this 22nd day of December, 2015, the original the foregoing Performance Results Report for the months of November 2014 through November 2015 and the Payment Report for the month of October 2015 were served upon the following party:

Mr. Darrell Nitschke
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:

Kent P. Blickensderfer
State Legislative Affairs Director
CenturyLink
220 North 5th Street
Bismarck, ND 58501



Dianne Barthel

NORTH DAKOTA PAP SUMMARY - OCTOBER 2015

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



CenturyLink®

Qwest Corporation (Qwest or CTL-Q) Performance Results

North Dakota

November 2014 - November 2015

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.

December 15, 2015

CenturyLink QC Performance Results – Current 271 PID

Month	PID Category	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CLEC-Divisor	CLEC-Divisor	CLEC-Divisor	Parity Score
November 2015	Pre-Ordering	PO-1:IMA GUI	Pre-Order Responses Time (Ready Check)	Diagnostic	NA	10972.71	3.721	2.86					
November 2015	Pre-Ordering	PO-1:IMA GUI	Pre-Order Responses Time (Get CSR)	Diagnostic	NA	6180.15	1.12	1.12					
November 2015	Pre-Ordering	PO-1:IMA GUI	Pre-Order Responses Time (Get CSR)	Diagnostic	NA	5318	1.91	1.91					
November 2015	Pre-Ordering	PO-1:IMA GUI	Pre-Order Responses Time (Get CSR)	Diagnostic	NA	14440.18	7.578	7.578					
November 2015	Pre-Ordering	PO-1:IMA GUI	Pre-Order Responses Time (Meet Point Inquiry)	Diagnostic	NA	2507.92	1.081	2.32					
November 2015	Pre-Ordering	PO-1:IMA GUI	Pre-Order Responses Time (Meet Point Inquiry)	Diagnostic	NA	631.04	1.109	0.55					
November 2015	Pre-Ordering	PO-1:IMA GUI	Pre-Order Responses Time (Meet Point Inquiry)	Diagnostic	NA	3178.96	1.081	2.89					
November 2015	Pre-Ordering	PO-1:IMA GUI	Pre-Order Responses Time (Service Availability)	Diagnostic	NA	3622.12	6.814	0.58					
November 2015	Pre-Ordering	PO-1:IMA GUI	Pre-Order Responses Time (Service Availability)	Diagnostic	NA	8172.00	13.520	1.77					
November 2015	Pre-Ordering	PO-1:IMA GUI	Pre-Order Responses Time (Service Availability)	Diagnostic	NA	1042.00	1.77	1.77					
November 2015	Pre-Ordering	PO-1:IMA GUI	Pre-Order Responses Time (Service Availability)	Diagnostic	NA	204.20	1.021	0.20					
November 2015	Pre-Ordering	PO-1:IMA GUI	Pre-Order Responses Time (Service Availability)	Diagnostic	NA	791.05	1.905	0.41					
November 2015	Pre-Ordering	PO-1:IMA GUI	Pre-Order Responses Time (TN Reservation)	Diagnostic	NA	1188.36	8.82	1.33					
November 2015	Pre-Ordering	PO-1:IMA GUI	Pre-Order Responses Time (TN Reservation)	Diagnostic	NA	2171.81	1.805	1.74					
November 2015	Pre-Ordering	PO-1:IMA GUI	Pre-Order Responses Time (Loop Qual Tools)	Diagnostic	NA	2433.88	3.428	0.71					
November 2015	Pre-Ordering	PO-1:IMA GUI	Pre-Order Responses Time (Loop Qual Tools)	Diagnostic	NA	4692.32	2.672	18.58					
November 2015	Pre-Ordering	PO-1:IMA GUI	Pre-Order Responses Time (Loop Qual Tools)	Diagnostic	NA	4531.80	4.531	1.82					
November 2015	Pre-Ordering	PO-1:IMA GUI	Pre-Order Responses Time (Loop Qual Tools)	Diagnostic	NA	1231.46	4.523	1.82					
November 2015	Pre-Ordering	PO-1:IMA GUI	Pre-Order Responses Time (Loop Qual Tools)	Diagnostic	NA	6902.35	4.509	1.70					
November 2015	Pre-Ordering	PO-1:IMA GUI	Pre-Order Responses Time (Loop Qual Tools)	Diagnostic	NA	28762.21	8.511	4.11					
November 2015	Pre-Ordering	PO-1:IMA GUI	Pre-Order Responses Time (Loop Qual Tools)	Diagnostic	NA	41858.59	2.884	14.02					
November 2015	Pre-Ordering	PO-1:IMA GUI	Pre-Order Responses Time (Loop Qual Tools)	Diagnostic	NA	3735.04	7.52	3.02					
November 2015	Pre-Ordering	PO-1:IMA GUI	Pre-Order Responses Time (Loop Qual Tools)	Diagnostic	NA	10185.00	4.980	3.25					
November 2015	Pre-Ordering	PO-1:IMA GUI	Pre-Order Responses Time (Loop Qual Tools)	Diagnostic	NA	6028.38	1.882	3.59					
November 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Diagnostic	NA	295	350	84.29%					
November 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Diagnostic	NA	6	16	37.50%					
November 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Diagnostic	NA	79	109	72.49%					
November 2015	Pre-Ordering	PO-2B	All Flow-through English LSRs	Diagnostic	NA	285	299	95.66%					
November 2015	Pre-Ordering	PO-2B	All Flow-through English LSRs	Diagnostic	NA	6	7	85.71%					
November 2015	Pre-Ordering	PO-2B	All Flow-through English LSRs	Diagnostic	NA	90	98.75%	98.75%					
November 2015	Pre-Ordering	PO-3A	FOCs on Time for Fully Electronic LSRs	Benchmark	85.00%	13.14	6	100.00%					
November 2015	Pre-Ordering	PO-3A	FOCs on Time for Fully Electronic LSRs	Benchmark	85.00%	6	6	100.00%					
November 2015	Pre-Ordering	PO-3A	FOCs on Time for Fully Electronic LSRs	Benchmark	85.00%	69	69	100.00%					
November 2015	Pre-Ordering	PO-3A	FOCs on Time for Fully Electronic LSRs	Benchmark	85.00%	279	279	100.00%					
November 2015	Pre-Ordering	PO-3B	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	3	3	100.00%					
November 2015	Pre-Ordering	PO-3B	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	32	32	95.97%					
November 2015	Pre-Ordering	PO-3B	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	50	50	100.00%					
November 2015	Pre-Ordering	PO-3B	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	189.289	189.289	98.82%					
November 2015	Pre-Ordering	PO-3B	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	906	906	100.00%					
November 2015	Pre-Ordering	PO-3B	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	369	369	100.00%					
November 2015	Pre-Ordering	PO-3B	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	906	906	100.00%					
November 2015	Pre-Ordering	PO-3B	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	4.970.222	4.970.222	1.05					
November 2015	Pre-Ordering	PO-3B	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	1414.03	7.878	0.18					
November 2015	Pre-Ordering	PO-3B	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	26180	26180	100.00%					
November 2015	Pre-Ordering	PO-3B	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	28.880	28.880	100.00%					
November 2015	Pre-Ordering	PO-3B	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	42.140	42.140	100.00%					
November 2015	Pre-Ordering	PO-3B	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	41.925	41.925	100.00%					
November 2015	Pre-Ordering	PO-3B	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	22.500	22.500	100.00%					
November 2015	Pre-Ordering	PO-3B	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	0	0	0.00%					
November 2015	Pre-Ordering	PO-3B	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	0	0	0.00%					
November 2015	Pre-Ordering	PO-3B	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	12	12	100.00%					
November 2015	Pre-Ordering	PO-3B	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	307.45	1	307.45					
November 2015	Pre-Ordering	PO-3B	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	27.16	1	27.16					
November 2015	Pre-Ordering	PO-3B	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	52.46	12	4.24					
November 2015	Pre-Ordering	PO-3B	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	297.33	26	11.04					
November 2015	Pre-Ordering	PO-3B	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	1	1	100.00%					
November 2015	Pre-Ordering	PO-3B	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	32	32	100.00%					
November 2015	Pre-Ordering	PO-3B	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	24133.31	249	96.55					
November 2015	Pre-Ordering	PO-3B	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	113.56	2.0352	0.2352					
November 2015	Pre-Ordering	PO-3B	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	0.00	0.00	0.00					
November 2015	Pre-Ordering	PO-3B	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	7.41	2	3.50					
November 2015	Pre-Ordering	PO-3B	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	32918.22	374	88.01					
November 2015	Pre-Ordering	PO-3B	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	0.00	0.00	0.00					
November 2015	Pre-Ordering	PO-3B	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	5.168	5.219	99.37%					
November 2015	Pre-Ordering	PO-3B	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	7.93%	-1.48078	-1.80031					

Month	PIC Category	PIC ID	PIC Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	Modified Z Score	Parity Score
August 2015	Network Performance	GR-15A	Trunk Backlog by CTL-Q End Ofc (TOSR and Internal Precedence Order) per Day	LS Tunk	N/A	N/A	0	888	0.0%	0.0	14,427	59	244.3	508.13	-0.44238	-1.52711
August 2015	Ordering and Provisioning	GR-15B-8D	Promoting Orders Delivered for Facilities	LS Tunk	N/A	N/A	0	1	0.0%	0.0%	18	59	30.51%	46.04%	3.718016	1.531001
August 2015	Ordering and Provisioning	GR-3E	Internal Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	7	8	79.0%	0.0%						
August 2015	Ordering and Provisioning	GR-3E	Internal Zone 2 Areas	UNBUNDLED LOOP - DS1 Capable	Benchmark	90.00%	4	4	100.0%	0.0%						
August 2015	Ordering and Provisioning	GR-3E	Internal Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	22	24	91.67%	0.0%						
August 2015	Ordering and Provisioning	GR-4E	Internal Zone 2 Areas	UNBUNDLED LOOP - Non-Cable	Benchmark	6.00%	15	4	3.20%	0.0%						
August 2015	Ordering and Provisioning	GR-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	\$ 80	103	20	6	100.0%	1	1	100.0%	0.0%	0.0%	
August 2015	Ordering and Provisioning	GR-5A	New Service Installation Quality	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	4	4	100.0%	0.0%	1	1	100.0%	0.0%	0.0%	
August 2015	Ordering and Provisioning	GR-5A	New Service Installation Quality	UNBUNDLED LOOP - DS1 Capable	Parity	N/A	2	2	100.0%	0.0%	18	18	94.71%	22.29%	-0.231782	-1.140913
August 2015	Ordering and Provisioning	GR-5C	New Service Installation Quality	UNBUNDLED Loop Analog	Parity	N/A	23	24	95.83%	18.90%						
August 2015	Ordering and Provisioning	PO-1-1AA-GU	Pre-Order Response Time (First Order)	REQUEST	Benchmark	4800.00	174	20002	100.0%	0.20						
August 2015	Ordering and Provisioning	PO-1-1AA-GU	Pre-Order Response Time (First Order)	RESPONSE	Benchmark	15800.00	15	15	100.0%	0.00						
August 2015	Ordering and Provisioning	PO-1-1AA-GU	Pre-Order Response Time (First Order)	TOTAL	Benchmark	17807.30	20002	20002	0.88	0.88						
August 2015	Ordering and Provisioning	PO-1-1AA-GU	Pre-Order Response Time (First Order)	REQUEST	Benchmark	1798.77	3,527	3,527	0.51	0.51						
August 2015	Ordering and Provisioning	PO-1-1AA-GU	Pre-Order Response Time (First Order)	TOTAL	Benchmark	2130.24	3,527	3,527	0.69	0.69						
August 2015	Ordering and Provisioning	PO-1-1AA-GU	Pre-Order Response Time (First Order)	REQUEST	Benchmark	620.33	1,590	1,590	0.39	0.39						
August 2015	Ordering and Provisioning	PO-1-1AA-GU	Pre-Order Response Time (First Order)	TOTAL	Benchmark	2872.40	1,590	1,590	2.15	2.15						
August 2015	Ordering and Provisioning	PO-1-1AA-GU	Pre-Order Response Time (First Order)	REQUEST	Benchmark	3482.73	1,590	1,590	2.20	2.20						
August 2015	Ordering and Provisioning	PO-1-1AA-GU	Pre-Order Response Time (First Order)	TOTAL	Benchmark	3587.80	1,590	1,590	4.32	4.32						
August 2015	Ordering and Provisioning	PO-1-1AA-GU	Pre-Order Response Time (First Order)	REQUEST	Benchmark	19471.82	3,422	3,422	5.40	5.40						
August 2015	Ordering and Provisioning	PO-1-1AA-GU	Pre-Order Response Time (First Order)	TOTAL	Benchmark	5065.20	7,035	7,035	0.72	0.72						
August 2015	Ordering and Provisioning	PO-1-1AA-GU	Pre-Order Response Time (First Order)	REQUEST	Benchmark	6488.00	5,640	5,640	1.15	1.15						
August 2015	Ordering and Provisioning	PO-1-1AA-GU	Pre-Order Response Time (First Order)	TOTAL	Benchmark	11951.20	7,035	7,035	1.64	1.64						
August 2015	Ordering and Provisioning	PO-1-1AA-GU	Pre-Order Response Time (First Order)	REQUEST	Benchmark	1320.29	1,009	1,009	1.27	1.27						
August 2015	Ordering and Provisioning	PO-1-1AA-GU	Pre-Order Response Time (First Order)	RESPONSE	Benchmark	1058.97	1,008	1,008	1.05	1.05						
August 2015	Ordering and Provisioning	PO-1-1AA-GU	Pre-Order Response Time (First Order)	TOTAL	Benchmark	2379.26	6,772	6,772	0.40	0.40						
August 2015	Ordering and Provisioning	PO-1-1AA-GU	Pre-Order Response Time (First Order)	REQUEST	Benchmark	2798.80	13,559	13,559	0.56	0.56						
August 2015	Ordering and Provisioning	PO-1-1AA-GU	Pre-Order Response Time (First Order)	TOTAL	Benchmark	7278.90	6,772	6,772	1.52	1.52						
August 2015	Ordering and Provisioning	PO-1-1AA-GU	Pre-Order Response Time (First Order)	ACCEPT	Benchmark	211.50	803	803	0.22	0.22						
August 2015	Ordering and Provisioning	PO-1-1AA-GU	Pre-Order Response Time (First Order)	REQUEST	Benchmark	562.80	2,814	2,814	0.20	0.20						
August 2015	Ordering and Provisioning	PO-1-1AA-GU	Pre-Order Response Time (First Order)	TOTAL	Benchmark	1322.80	553	553	1.36	1.36						
August 2015	Ordering and Provisioning	PO-1-1AA-GU	Pre-Order Response Time (First Order)	REQUEST	Benchmark	2987.10	2,814	2,814	0.73	0.73						
August 2015	Ordering and Provisioning	PO-1-1AA-GU	Pre-Order Response Time (First Order)	TOTAL	Benchmark	4208.35	2,183	2,183	1.94	1.94						
August 2015	Ordering and Provisioning	PO-1-1AA-GU	Pre-Order Response Time (First Order)	REQUEST	Benchmark	4494.43	2,189	2,189	20.03	20.03						
August 2015	Ordering and Provisioning	PO-1-1AA-GU	Pre-Order Response Time (First Order)	TOTAL	Benchmark	11933.95	6,167	6,167	1.88	1.88						
August 2015	Ordering and Provisioning	PO-1-1AA-GU	Pre-Order Response Time (First Order)	REQUEST	Benchmark	9014.29	3,553	3,553	2.53	2.53						
August 2015	Ordering and Provisioning	PO-1-1AA-GU	Pre-Order Response Time (First Order)	TOTAL	Benchmark	48123.79	5,071	5,071	9.49	9.49						
August 2015	Ordering and Provisioning	PO-1-1AA-GU	Pre-Order Response Time (First Order)	REQUEST	Benchmark	29442.18	5,388	5,388	4.67	4.67						
August 2015	Ordering and Provisioning	PO-1-1AA-GU	Pre-Order Response Time (First Order)	TOTAL	Benchmark	20974.95	1,549	1,549	18.97	18.97						
August 2015	Ordering and Provisioning	PO-1-1AA-GU	Pre-Order Response Time (First Order)	REQUEST	Benchmark	17211.15	5,843	5,843	3.05	3.05						
August 2015	Ordering and Provisioning	PO-1-1AA-GU	Pre-Order Response Time (First Order)	TOTAL	Benchmark	2720.90	2,664	2,664	0.55	0.55						
August 2015	Ordering and Provisioning	PO-1-1AA-GU	Pre-Order Response Time (First Order)	REQUEST	Benchmark	5475.25	1,342	1,342	4.08	4.08						
August 2015	Ordering and Provisioning	PO-1-1AA-GU	Pre-Order Response Time (First Order)	TOTAL	Benchmark	196	233	233	9.52%	9.52%						
August 2015	Ordering and Provisioning	PO-2A	AI Electronic LSN	Request Aggregate W/O UNE-P-PORTS	Benchmark	N/A	2	141	78.60%							
August 2015	Ordering and Provisioning	PO-2A	AI Electronic LSN	Unbundled Loop Aggregate	Parity	N/A	108	108	100.0%	0.0%						
August 2015	Ordering and Provisioning	PO-2B	AI Electronic LSN	Request Aggregate W/O UNE-P-PORTS	Benchmark	N/A	197	197	79.94%							
August 2015	Ordering and Provisioning	PO-2B	AI Electronic LSN	Unbundled Loop Aggregate	Parity	N/A	108	108	100.0%	0.0%						
August 2015	Ordering and Provisioning	PO-3X	Electronic LSN Request Manually	Product Aggregate	Benchmark	N/A	3220	14	2.19							

Month	PIV Category	PIV ID	PIV Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Ratio	CLEC Standard Deviator	CTI-Q Numerator	CTI-Q Denominator	CTI-Q Ratio	CTI-Q Standard Deviator	Modified Z Score	Priority Score
July 2015	Ordering and Provisioning	OP-2E	Internal Zone 2 Ares	Unbundled Loop - DSI Capable	Priority	90.00%	30	34	97.69%	0.00%	0	8	100.00%	0.00%	0.20715	-0.79204
July 2015	Ordering and Provisioning	OP-2E	Dispatches within MSDA	Unbundled Loop - DSI Capable	Benchmark	N/A	7	1	7.00	0.00	0	104	6.09	4.90		
July 2015	Ordering and Provisioning	OP-4E	Internal Zone 2 Ares	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	3	1	3.00							
July 2015	Ordering and Provisioning	OP-4E	Internal Zone 2 Ares	Unbundled Loop - 2 Wvs Non-Loaded	Benchmark	6.00	9	3	3.00							
July 2015	Ordering and Provisioning	OP-4E	Internal Zone 2 Ares	Unbundled Loop - DSI Capable	Benchmark	5.00	11	3	3.67							
July 2015	Ordering and Provisioning	OP-4E	Internal Zone 2 Ares	Unbundled Loop Analog	Benchmark	6.00	82	18	4.44	0.00%	4	4	100.00%	0.00%	-0.39435	-1.17368
July 2015	Ordering and Provisioning	OP-4E	Internal Zone 2 Ares	Unbundled Loop - 2 Wvs Non-Loaded	Priority	N/A	4	6	100.00%	0.00%	172	186	92.07%	28.30%		
July 2015	Ordering and Provisioning	OP-4E	Internal Zone 2 Ares	Unbundled Loop - DSI Capable	Priority	N/A	6	6	100.00%	0.00%	8	8	100.00%	0.00%		
July 2015	Ordering and Provisioning	OP-4E	Internal Zone 2 Ares	Unbundled Loop - 2 Wvs Non-Loaded	Priority	N/A	4	4	100.00%	0.00%	4	4	100.00%	0.00%		
July 2015	Ordering and Provisioning	OP-4E	Internal Zone 2 Ares	Unbundled Loop Analog	Priority	N/A	34	34	100.00%	0.00%	181	191	94.76%	22.27%	-1.26274	-1.16712
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	95.00%	191	191	100.00%							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wvs Non-Loaded	Benchmark	N/A	20712	17205	0.12							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DSI Capable	Benchmark	8.00	82	18	2.25							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wvs Non-Loaded	Benchmark	17.20	10811.37	17205	0.65							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Benchmark	10.00	81.08	3.68	0.39							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wvs Non-Loaded	Benchmark	12.11	121.45	3.68	0.33							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DSI Capable	Benchmark	17.94	360.80	1.794	0.30							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wvs Non-Loaded	Benchmark	1.28	5140.08	1.28	3.65							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Benchmark	N/A	5468.88	1.794	3.13							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wvs Non-Loaded	Benchmark	N/A	228.95	3.62	0.85							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DSI Capable	Benchmark	N/A	151.20	3.20	0.85							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Benchmark	N/A	2007.78	3.42	0.39							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wvs Non-Loaded	Benchmark	N/A	2515.50	6.40	0.39							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DSI Capable	Benchmark	N/A	822.50	4.736	1.25							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wvs Non-Loaded	Benchmark	N/A	6430.00	6.430	0.79							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Benchmark	N/A	1008.82	1.378	0.80							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wvs Non-Loaded	Benchmark	N/A	1384.80	8.83	1.80							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DSI Capable	Benchmark	N/A	1428.42	3.278	1.79							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Benchmark	N/A	4437.64	10.131	0.44							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wvs Non-Loaded	Benchmark	N/A	5974.06	5.346	1.12							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DSI Capable	Benchmark	N/A	173.40	1.56	0.15							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wvs Non-Loaded	Benchmark	N/A	461.72	3.398	0.14							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Benchmark	N/A	1998.90	1.280	1.56							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wvs Non-Loaded	Benchmark	N/A	2631.92	3.298	0.80							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DSI Capable	Benchmark	N/A	4098.44	3.054	0.38							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Benchmark	N/A	3908.44	2.684	1.50							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wvs Non-Loaded	Benchmark	N/A	4148.36	4.054	10.22							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DSI Capable	Benchmark	N/A	11946.69	6.321	1.81							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Benchmark	N/A	14068.04	3.782	3.72							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wvs Non-Loaded	Benchmark	N/A	51098.80	4.804	10.42							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DSI Capable	Benchmark	N/A	2000.30	6.884	4.45							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Benchmark	N/A	23018.32	1.248	16.15							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wvs Non-Loaded	Benchmark	N/A	1878.96	3.28	4.32							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DSI Capable	Benchmark	N/A	1838.96	5.88	0.89							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Benchmark	N/A	2387.87	2.883	0.89							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wvs Non-Loaded	Benchmark	N/A	6051.70	1.658	3.86							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DSI Capable	Benchmark	N/A	193	240	80.42%							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Benchmark	N/A	103	20	20.00%							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wvs Non-Loaded	Benchmark	N/A	103	144	71.53%							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DSI Capable	Benchmark	N/A	193	195	98.97%							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Benchmark	N/A	103	6	100.00%							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wvs Non-Loaded	Benchmark	N/A	103	101	100.00%							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DSI Capable	Benchmark	N/A	2123	1	100.00%							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Benchmark	N/A	3109	17	1.50							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wvs Non-Loaded	Benchmark	55.00%	5	5	100.00%							
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DSI Capable	Benchmark	55.00%	5	5	100.00%							

Month	PG Category	PG Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviate	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Mean	CTL-Q Standard Deviate	Modified Z Score	Party Score
June 2015	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Address Validation)	Diagnostic	N/A	3641.20	117.00	0.82							
June 2015	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Address Validation)	Diagnostic	N/A	178.50	3.25	0.22							
June 2015	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Addr. Scheduling)	Diagnostic	N/A	94.75	3.25	0.28							
June 2015	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Facility Assignment)	Diagnostic	N/A	144.00	1.20	0.12							
June 2015	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Facility Assignment)	Diagnostic	N/A	478.00	1.20	0.38							
June 2015	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Facility Assignment)	Diagnostic	N/A	4820.00	1.20	3.98							
June 2015	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Facility Check)	Diagnostic	N/A	4.00	4.10	0.48							
June 2015	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Facility Check)	Diagnostic	N/A	1704.71	3.478	0.98							
June 2015	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Facility Check)	Diagnostic	N/A	1871.02	3.478	5.28							
June 2015	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Facility Check)	Diagnostic	N/A	1802.00	6.340	0.30							
June 2015	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Facility Check)	Diagnostic	N/A	6486.00	5.640	1.15							
June 2015	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Facility Check)	Diagnostic	N/A	6388.00	6.340	1.32							
June 2015	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Facility Check)	Diagnostic	N/A	1841.91	1.487	1.03							
June 2015	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Facility Check)	Diagnostic	N/A	2424.24	1.026	2.34							
June 2015	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Facility Check)	Diagnostic	N/A	3086.15	1.487	2.82							
June 2015	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Facility Check)	Diagnostic	N/A	1541.91	1.487	1.03							
June 2015	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Facility Check)	Diagnostic	N/A	2424.24	1.026	2.34							
June 2015	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Facility Check)	Diagnostic	N/A	1070.23	1.026	0.71							
June 2015	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Facility Check)	Diagnostic	N/A	733.13	5.272	1.38							
June 2015	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Facility Check)	Diagnostic	N/A	335.40	7.89	0.43							
June 2015	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Facility Check)	Diagnostic	N/A	279.12	2.286	0.12							
June 2015	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Facility Check)	Diagnostic	N/A	2438.84	1.286	1.94							
June 2015	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Facility Check)	Diagnostic	N/A	3084.36	2.286	1.31							
June 2015	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Facility Check)	Diagnostic	N/A	1420.30	4.058	0.33							
June 2015	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Facility Check)	Diagnostic	N/A	3778.72	4.023	18.64							
June 2015	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Facility Check)	Diagnostic	N/A	10828.18	6.823	1.66							
June 2015	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Facility Check)	Diagnostic	N/A	11480.70	3.478	3.30							
June 2015	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Facility Check)	Diagnostic	N/A	5381.82	5.076	10.42							
June 2015	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Facility Check)	Diagnostic	N/A	30513.28	6.811	4.48							
June 2015	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Facility Check)	Diagnostic	N/A	2550.96	1.388	18.97							
June 2015	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Facility Check)	Diagnostic	N/A	570.90	1.246	4.13							
June 2015	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Facility Check)	Diagnostic	N/A	1871.00	2.850	0.70							
June 2015	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Facility Check)	Diagnostic	N/A	5858.12	1.722	3.48							
June 2015	Pre-Ordering	PO-2A	AI Electronic LSRs	Diagnostic	N/A	184	242	78.03%							
June 2015	Pre-Ordering	PO-2A	AI Electronic LSRs	Diagnostic	N/A	8	11	54.55%							
June 2015	Pre-Ordering	PO-2A	AI Electronic LSRs	Diagnostic	N/A	114	114	71.53%							
June 2015	Pre-Ordering	PO-2B	AI Fee-through English LSRs	Diagnostic	N/A	184	184	100.00%							
June 2015	Pre-Ordering	PO-2B	AI Fee-through English LSRs	Diagnostic	N/A	8	8	100.00%							
June 2015	Pre-Ordering	PO-2B	AI Fee-through English LSRs	Diagnostic	N/A	6	6	100.00%							
June 2015	Pre-Ordering	PO-2B	AI Fee-through English LSRs	Diagnostic	N/A	13.31	20	100.00%							
June 2015	Pre-Ordering	PO-3A	FOC on Time for Fully Electronic LSRs	Benchmark	95.00%	74	6	100.00%							
June 2015	Pre-Ordering	PO-3A	FOC on Time for Fully Electronic LSRs	Benchmark	95.00%	74	74	100.00%							
June 2015	Pre-Ordering	PO-3A	FOC on Time for Fully Electronic LSRs	Benchmark	95.00%	179	2	100.00%							
June 2015	Pre-Ordering	PO-3A	FOC on Time for Fully Electronic LSRs	Benchmark	95.00%	2	2	100.00%							
June 2015	Pre-Ordering	PO-3A	FOC on Time for Fully Electronic LSRs	Benchmark	95.00%	40	40	100.00%							
June 2015	Pre-Ordering	PO-3A	FOC on Time for Fully Electronic LSRs	Benchmark	95.00%	54	54	100.00%							
June 2015	Pre-Ordering	PO-3A	FOC on Time for Fully Electronic LSRs	Benchmark	95.00%	54	54	100.00%							
June 2015	Pre-Ordering	PO-3A	FOC on Time for Fully Electronic LSRs	Benchmark	95.00%	5	5	100.00%							
June 2015	Pre-Ordering	PO-3A	FOC on Time for Fully Electronic LSRs	Benchmark	95.00%	5	5	100.00%							
June 2015	Pre-Ordering	PO-3A	FOC on Time for Fully Electronic LSRs	Benchmark	95.00%	1	1	0.00%							
June 2015	Pre-Ordering	PO-3A	FOC on Time for Fully Electronic LSRs	Benchmark	95.00%	182	182	100.00%							
June 2015	Pre-Ordering	PO-3A	FOC on Time for Fully Electronic LSRs	Benchmark	95.00%	200,424	200,424	100.00%							
June 2015	Pre-Ordering	PO-3A	FOC on Time for Fully Electronic LSRs	Benchmark	95.00%	1,136	1,136	100.00%							
June 2015	Pre-Ordering	PO-3A	FOC on Time for Fully Electronic LSRs	Benchmark	95.00%	1,107	1,107	100.00%							
June 2015	Pre-Ordering	PO-3A	FOC on Time for Fully Electronic LSRs	Benchmark	95.00%	1,136	1,136	100.00%							
June 2015	Pre-Ordering	PO-3A	FOC on Time for Fully Electronic LSRs	Benchmark	95.00%	4,801,612	4,801,612	100.00%							
June 2015	Pre-Ordering	PO-3A	FOC on Time for Fully Electronic LSRs	Benchmark	95.00%	831,778	4,410	0.18							
June 2015	Pre-Ordering	PO-3A	FOC on Time for Fully Electronic LSRs	Benchmark	95.00%	28,795	28,880	99.72%							

Month	PID Category	PID	PID Title	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 2015	Electric Gateway Availability	GA-1	Gateway Availability - LS	Diagnostic	NA	21,800	21,800	100.00%	0.00%	2	2	100.00%	0.00%	-0.25337	-1.154024
May 2015	Electric Gateway Availability	GA-2	Gateway Availability - LS	Diagnostic	NA	42,882	42,882	98.60%	0.00%	2	2	100.00%	0.00%	0.08006	-0.69294
May 2015	Electric Gateway Availability	GA-3	Gateway Availability - Repair	Diagnostic	NA	41,417	41,417	99.64%	0.00%	38	78	48.72%	48.89%	0.65385	-0.51864
May 2015	Electric Gateway Availability	GA-4	System Availability - ASR	Diagnostic	NA	21,800	21,800	100.00%	0.00%	2009.31	56	35.33	35.33	0.85222	-0.60334
May 2015	Electric Gateway Availability	GA-7	Timely Outage Resolution After Software Releases	Diagnostic	NA	0	0	0.00%	0.00%	6.43	2	3.22	0.43	-0.94688	-1.804734
May 2015	Maintenance and Repair	MR-5B	All Trouble Cleared w/ 4 Hours-Zone 2	Diagnostic	NA	1	3	33.33%	47.14%	6.43	2	3.22	0.43	0.26511	-0.30895
May 2015	Maintenance and Repair	MR-5C	All Trouble Cleared w/ 4 Hours-Zone 2	Diagnostic	NA	2	2	100.00%	0.00%	0	0	0.00%	0.00%	-0.36858	-1.31115
May 2015	Maintenance and Repair	MR-5D	All Trouble Cleared w/ 4 Hours-Zone 2	Diagnostic	NA	20	20	100.00%	0.00%	27762.9	47	13.79%	34.48%	0.26511	-0.30895
May 2015	Maintenance and Repair	MR-5E	Out of Service Cleared w/ 24 Hours	Diagnostic	NA	0	0	0.00%	0.00%	0	0	0.00%	0.00%	-0.25337	-1.154024
May 2015	Maintenance and Repair	MR-6	Mean Time to Restore after MSA	Parity	NA	49.07	1	49.07%	0.00%	0	0	0.00%	0.00%	-0.68796	-1.419386
May 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Parity	NA	8.07	3	24.2%	2.55	0	0	0.00%	0.00%	-1.04023	-1.63289
May 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Parity	NA	22.59	3	7.40%	4.31	0	0	0.00%	0.00%	1.30036	-0.19725
May 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Parity	NA	21.59	29	34.4%	28.48%	63	207	12.43%	32.89%	0.65385	-0.51864
May 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Parity	NA	108.10	29	34.4%	28.48%	2	2	100.00%	0.00%	0.08006	-0.69294
May 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Parity	NA	54.17	0	0.00%	0.00%	0	0	0.00%	0.00%	-0.36858	-1.31115
May 2015	Maintenance and Repair	MR-7	Repeat Report Rate- Zone 2	Parity	NA	1	3	33.33%	47.14%	0	0	0.00%	0.00%	-0.25337	-1.154024
May 2015	Maintenance and Repair	MR-7E	Repeat Report Rate- Zone 2	Parity	NA	0	0	0.00%	0.00%	0	0	0.00%	0.00%	-0.68796	-1.419386
May 2015	Maintenance and Repair	MR-7E	Repeat Report Rate- Zone 2	Parity	NA	0	2	0.00%	0.00%	0	0	0.00%	0.00%	-1.04023	-1.63289
May 2015	Maintenance and Repair	MR-7E	Repeat Report Rate- Zone 2	Parity	NA	4	29	13.79%	34.48%	63	207	12.43%	32.89%	0.65385	-0.51864
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	3	43	6.98%	28.48%	2	2	100.00%	0.00%	0.08006	-0.69294
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	3	80	3.73%	19.05%	2	2	100.00%	0.00%	-0.36858	-1.31115
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	11	83	13.25%	10.91%	419	21,874	1.94%	13.60%	-0.48832	-1.29356
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	0	11	0.00%	0.00%	2	245	0.82%	9.00%	-0.29435	-1.17685
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	3	970	0.31%	5.55%	0	70	0.00%	0.00%	-0.84524	-1.536403
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	2	361	0.55%	7.42%	0	70	0.00%	0.00%	-0.57768	-1.320973
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	29	853	3.04%	17.18%	2	251	0.80%	8.89%	1.91065	0.16718
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	43	6,232	0.69%	8.24%	507	34,050	1.49%	12.11%	-4.84742	-3.848914
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	0	1,523	0.00%	0.00%	41	58	70.69%	45.32%	0.50822	-0.80004
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	0	808	0.00%	0.00%	0	0	0.00%	0.00%	-0.36858	-1.31115
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	0	1,032	0.00%	0.00%	0	0	0.00%	0.00%	-0.36858	-1.31115
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	0	888	0.00%	0.00%	0	0	0.00%	0.00%	-0.36858	-1.31115
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	73	1	73.00%	0.00%	13,682	57	240.04	488.38	-0.33869	-1.20613
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	1	1	100.00%	0.00%	15	57	26.32%	44.03%	3.719016	1.261001
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	2	2	100.00%	0.00%	15	15	100.00%	0.00%	0.08006	-0.69294
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	5	5	100.00%	0.00%	0	0	0.00%	0.00%	-0.36858	-1.31115
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	2	2	100.00%	0.00%	0	0	0.00%	0.00%	-0.36858	-1.31115
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	6	10	60.00%	0.00%	0	0	0.00%	0.00%	-0.36858	-1.31115
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	5	5	100.00%	0.00%	0	0	0.00%	0.00%	-0.36858	-1.31115
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	47	9	5.22%	0.00%	16	16	100.00%	0.00%	0.08006	-0.69294
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	14	14	100.00%	0.00%	0	0	0.00%	0.00%	-0.36858	-1.31115
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	2	2	100.00%	0.00%	0	0	0.00%	0.00%	-0.36858	-1.31115
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	15	15	100.00%	0.00%	0	0	0.00%	0.00%	-0.36858	-1.31115
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	156	156	100.00%	0.00%	151	151	99.64%	98.64%	0.65385	-0.51864
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	2363.30	18,410	0.13	0.00%	0	0	0.00%	0.00%	-0.36858	-1.31115
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	9971.50	12,950	0.77	0.00%	0	0	0.00%	0.00%	-0.36858	-1.31115
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	12364.80	18,410	0.67	0.00%	0	0	0.00%	0.00%	-0.36858	-1.31115
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	741.75	3,225	0.23	0.00%	0	0	0.00%	0.00%	-0.36858	-1.31115
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	967.59	3,225	0.30	0.00%	0	0	0.00%	0.00%	-0.36858	-1.31115
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	44.00	1,200	0.12	0.00%	0	0	0.00%	0.00%	-0.36858	-1.31115
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	477.00	1,200	0.40	0.00%	0	0	0.00%	0.00%	-0.36858	-1.31115
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	4920.00	1,200	4.10	0.00%	0	0	0.00%	0.00%	-0.36858	-1.31115
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	1843.97	3,479	0.53	0.00%	0	0	0.00%	0.00%	-0.36858	-1.31115
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	18660.55	3,479	5.45	0.00%	0	0	0.00%	0.00%	-0.36858	-1.31115
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	20864.42	3,479	5.98	0.00%	0	0	0.00%	0.00%	-0.36858	-1.31115

Month	PIG Category	PIG	PIG Title	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Request	CLEC Standard Deviation	CTL-O Numerator	CTL-O Denominator	CTL-O Request	CTL-O Standard Deviation	Modified Z Score	Parity Score
April 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Internet Zone 2	Parity	NA	6533	37179	37	11.11	1200416	288	4	25.00%	-0.151998	-1.313948
April 2015	Maintenance and Repair	MR-7E	Repair Report Rate Zone 2	Parity	NA	0	3	0	0.00%	0	1	0	0.00%	-0.336823	-1.143248
April 2015	Maintenance and Repair	MR-7E	Repair Report Rate Zone 2	Parity	NA	5	14	37.71%	47.52%	42	310	4	25.00%	-0.046505	-1.028273
April 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	0	84	1.19%	10.85%	0	14,468	0	0.00%	-0.24863	-1.151157
April 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	0	11,084	0.00%	0.00%	0	21,468	0	0.00%	-0.93369	-1.60406
April 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	0	11	0.00%	5.45%	0	247	0	0.00%	-0.418533	-1.253125
April 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	3	1,008	0.30%	11.87%	0	71	0	0.00%	-0.896597	-1.543335
April 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	0	369	0.00%	6.47%	0	4	0	0.00%	-0.171633	-1.104347
April 2015	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	27	6,119	0.42%	0.00%	310	253	1	0.00%	9.44%	-3.723796
April 2015	Network Performance	NP-1A	Trunk Blockage to CTL-O End of TCSR and	Diagnostic	NA	0	1,032	0.00%	0.00%	0	0	0	0.00%		
April 2015	Network Performance	NP-1A	Trunk Blockage to CTL-O End of TCSR and	Diagnostic	NA	0	1,032	0.00%	0.00%	0	0	0	0.00%		
April 2015	Network Performance	NP-1C	Trunk Blockage to CTL-O End of TCSR and	Diagnostic	NA	0	1,032	0.00%	0.00%	0	0	0	0.00%		
April 2015	Network Performance	NP-1D	Trunk Blockage to CTL-O End of TCSR and	Diagnostic	NA	0	888	0.00%	0.00%	0	0	0	0.00%		
April 2015	Ordering and Provisioning	OP-15A	Pending Orders Delayed Past Due Date	Parity	NA	195	4	46.25	31.44	12,914	46	280.74	524.82	-0.857103	-1.521082
April 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Parity	NA	2	4	50.00%	50.00%	14	14	46	30.43%	1.385172	-0.187875
April 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Benchmark	90.00%	9	1	100.00%	0.00%	2	2	100.00%	0.00%		
April 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Parity	NA	13	13	100.00%	0.00%	0	0	0	0.00%		
April 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Benchmark	5.00	6	2	3.00	91.00%	1	1	2	3.00		
April 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Benchmark	5.00	36	11	3.27	0.14	0	0	0	0.00%		
April 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Parity	NA	1	1	100.00%	0.00%	3	3	100.00%	0.00%		
April 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Parity	NA	13	13	100.00%	0.00%	0	0	0	0.00%		
April 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Parity	NA	11	12	91.67%	27.64%	164	175	93.71%	24.27%	-0.15116	-1.091888
April 2015	Pre-Ordering	PO-1AA GUI	Pre-Order Response Times (Address Validation)	Diagnostic	NA	253,322	18,528	13,403	0.67	0	0	0	0.00%		
April 2015	Pre-Ordering	PO-1AA GUI	Pre-Order Response Times (Address Validation)	Diagnostic	NA	680,011	11,733.20	16,529	0.82	0	0	0	0.00%		
April 2015	Pre-Ordering	PO-1AA GUI	Pre-Order Response Times (Address Validation)	Diagnostic	NA	935,28	3,897	0.24	0.24	0	0	0	0.00%		
April 2015	Pre-Ordering	PO-1AA GUI	Pre-Order Response Times (Appt. Scheduler)	Diagnostic	NA	118,112	3,897	0.30	0.22	0	0	0	0.00%		
April 2015	Pre-Ordering	PO-1AA GUI	Pre-Order Response Times (Appt. Scheduler)	Diagnostic	NA	293,30	1,315	0.22	0.22	0	0	0	0.00%		
April 2015	Pre-Ordering	PO-1AA GUI	Pre-Order Response Times (Appt. Scheduler)	Diagnostic	NA	443,30	1,315	0.22	0.22	0	0	0	0.00%		
April 2015	Pre-Ordering	PO-1AA GUI	Pre-Order Response Times (Appt. Scheduler)	Diagnostic	NA	543,30	1,315	0.22	0.22	0	0	0	0.00%		
April 2015	Pre-Ordering	PO-1AA GUI	Pre-Order Response Times (Appt. Scheduler)	Diagnostic	NA	218,88	3,979	0.62	0.62	0	0	0	0.00%		
April 2015	Pre-Ordering	PO-1AA GUI	Pre-Order Response Times (Appt. Scheduler)	Diagnostic	NA	181,34.28	3,474	5.22	5.22	0	0	0	0.00%		
April 2015	Pre-Ordering	PO-1AA GUI	Pre-Order Response Times (Appt. Scheduler)	Diagnostic	NA	203,53.26	3,579	5.69	5.69	0	0	0	0.00%		
April 2015	Pre-Ordering	PO-1AA GUI	Pre-Order Response Times (Appt. Scheduler)	Diagnostic	NA	214,80	6,640	0.32	0.32	0	0	0	0.00%		
April 2015	Pre-Ordering	PO-1AA GUI	Pre-Order Response Times (Appt. Scheduler)	Diagnostic	NA	538,86	4,382	1.23	1.23	0	0	0	0.00%		
April 2015	Pre-Ordering	PO-1AA GUI	Pre-Order Response Times (Appt. Scheduler)	Diagnostic	NA	751,466	6,640	1.13	1.13	0	0	0	0.00%		
April 2015	Pre-Ordering	PO-1AA GUI	Pre-Order Response Times (Appt. Scheduler)	Diagnostic	NA	145,40	797	1.80	1.80	0	0	0	0.00%		
April 2015	Pre-Ordering	PO-1AA GUI	Pre-Order Response Times (Appt. Scheduler)	Diagnostic	NA	254,111	1,297	1.85	1.85	0	0	0	0.00%		
April 2015	Pre-Ordering	PO-1AA GUI	Pre-Order Response Times (Appt. Scheduler)	Diagnostic	NA	1,395.98	5,373	0.25	0.25	0	0	0	0.00%		
April 2015	Pre-Ordering	PO-1AA GUI	Pre-Order Response Times (Appt. Scheduler)	Diagnostic	NA	431,52	10,276	0.42	0.42	0	0	0	0.00%		
April 2015	Pre-Ordering	PO-1AA GUI	Pre-Order Response Times (Appt. Scheduler)	Diagnostic	NA	573.20	5,373	1.05	1.05	0	0	0	0.00%		
April 2015	Pre-Ordering	PO-1AA GUI	Pre-Order Response Times (Appt. Scheduler)	Diagnostic	NA	179.20	1,120	0.16	0.16	0	0	0	0.00%		
April 2015	Pre-Ordering	PO-1AA GUI	Pre-Order Response Times (Appt. Scheduler)	Diagnostic	NA	350.12	3,326	0.12	0.12	0	0	0	0.00%		
April 2015	Pre-Ordering	PO-1AA GUI	Pre-Order Response Times (Appt. Scheduler)	Diagnostic	NA	248.72	3,326	0.14	0.14	0	0	0	0.00%		
April 2015	Pre-Ordering	PO-1AA GUI	Pre-Order Response Times (Appt. Scheduler)	Diagnostic	NA	128.64	4,527	0.32	0.32	0	0	0	0.00%		
April 2015	Pre-Ordering	PO-1AA GUI	Pre-Order Response Times (Appt. Scheduler)	Diagnostic	NA	397,172	2,523	18.64	18.64	0	0	0	0.00%		
April 2015	Pre-Ordering	PO-1AA GUI	Pre-Order Response Times (Appt. Scheduler)	Diagnostic	NA	410,03.25	4,527	10.19	10.19	0	0	0	0.00%		
April 2015	Pre-Ordering	PO-1AA GUI	Pre-Order Response Times (Appt. Scheduler)	Diagnostic	NA	117,64.89	6,237	1.87	1.87	0	0	0	0.00%		

Month	Work Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-O Numerator	CTL-O Denominator	CTL-O Result	CTL-O Standard Deviator	Modified Z Score	Party Score
March 2015	Maintenance and Repair	MR-8	Regular Appointments Met/Day out NSA	Unsubscribed Loop Analog	Priority	NA	2	61	100.00%	0.00%	34	56	60.71%	41.03%	-0.123704	-3.864419
March 2015	Network Performance	NR-1A	Trunk Blockage to CTL-O Termination Ok w/ TCSR and	Residence	Priority	NA	0	1,032	0.00%	0.00%	0	88	0.00%	0.00%	-1.411188	-3.864419
March 2015	Network Performance	NR-1B	Trunk Blockage to CTL-O End Ok w/ TCSR and	US Trunk	Priority	NA	0	1,032	0.00%	0.00%	0	88	0.00%	0.00%	-1.411188	-3.864419
March 2015	Network Performance	NR-1C	Trunk Blockage to CTL-O End Ok w/ TCSR and	US Trunk	Diagnostic	NA	0	1,032	0.00%	0.00%	0	88	0.00%	0.00%	-1.411188	-3.864419
March 2015	Ordering and Provisioning	OP-13A	Interval for Pre-Order Online Delivered First Due Date	Unsubscribed Loop -2 New Non-Loaded	Priority	NA	412	9	99.00%	0.00%	12,369	41	301.68	540.42	-0.016505	-1.595873
March 2015	Ordering and Provisioning	OP-13B	Interval for Pre-Order Online Delivered First Due Date	Unsubscribed Loop Analog	Priority	NA	101	4	75.25	0.00%	14	41	34.15%	47.42%	1.140687	-0.330511
March 2015	Ordering and Provisioning	OP-13C	Pre-Order Delivered for Facilities	Unsubscribed Loop Analog	Priority	NA	2	4	50.00%	0.00%	2	2	100.00%	0.00%	0.00%	0.00%
March 2015	Ordering and Provisioning	OP-13D	Pre-Order Delivered for Facilities	Unsubscribed Loop Analog	Priority	NA	1	1	100.00%	0.00%	2	2	100.00%	0.00%	0.00%	0.00%
March 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	13	13	100.00%	0.00%	7	7	100.00%	0.00%	0.00%	0.00%
March 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unsubscribed Loop Analog	Benchmark	90.00%	4	4	100.00%	0.00%	7	7	100.00%	0.00%	0.00%	0.00%
March 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unsubscribed Loop Analog	Benchmark	90.00%	16	16	100.00%	0.00%	7	7	100.00%	0.00%	0.00%	0.00%
March 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unsubscribed Loop - DSL Capable	Benchmark	90.00%	3	3	100.00%	0.00%	7	7	100.00%	0.00%	0.00%	0.00%
March 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unsubscribed Loop - DSL Capable	Benchmark	90.00%	14	14	100.00%	0.00%	7	7	100.00%	0.00%	0.00%	0.00%
March 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unsubscribed Loop Analog	Benchmark	90.00%	6	6	100.00%	0.00%	7	7	100.00%	0.00%	0.00%	0.00%
March 2015	Ordering and Provisioning	OP-3A	New Service Installation Quality	US Trunk	Priority	NA	1	1	100.00%	0.00%	2	2	100.00%	0.00%	0.00%	0.00%
March 2015	Ordering and Provisioning	OP-3A	New Service Installation Quality	Unsubscribed Loop - DSL Capable	Priority	NA	13	13	100.00%	0.00%	7	7	100.00%	0.00%	0.00%	0.00%
March 2015	Ordering and Provisioning	OP-3A	New Service Installation Quality	Unsubscribed Loop - DSL Capable	Priority	NA	3	3	100.00%	0.00%	7	7	100.00%	0.00%	0.00%	0.00%
March 2015	Ordering and Provisioning	OP-3C	Number Portability/Timeless without Loop Cord	Unsubscribed Loop Analog	Priority	NA	69	69	100.00%	0.00%	160	160	100.00%	0.00%	0.00%	0.00%
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Address Validation)	REQUEST	Diagnostic	NA	1968.36	16,403	0.12	0.00%	886	886	100.00%	0.00%	0.00%	0.00%
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Address Validation)	RESPONSE	Diagnostic	NA	1968.36	16,403	0.12	0.00%	886	886	100.00%	0.00%	0.00%	0.00%
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Address Validation)	TOTAL	Diagnostic	NA	3,936.72	32,806	0.25	0.00%	1,772	1,772	100.00%	0.00%	0.00%	0.00%
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Appt. Scheduler)	REQUEST	Diagnostic	NA	267.00	2,225	0.12	0.00%	2,225	2,225	100.00%	0.00%	0.00%	0.00%
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Appt. Scheduler)	TOTAL	Diagnostic	NA	444.75	2,225	0.20	0.00%	2,225	2,225	100.00%	0.00%	0.00%	0.00%
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Facility Assignment)	REQUEST	Diagnostic	NA	4776.00	1,200	0.12	0.00%	1,200	1,200	100.00%	0.00%	0.00%	0.00%
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Facility Assignment)	RESPONSE	Diagnostic	NA	4776.00	1,200	0.12	0.00%	1,200	1,200	100.00%	0.00%	0.00%	0.00%
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Facility Assignment)	TOTAL	Diagnostic	NA	9,552.00	2,400	0.38	0.00%	2,400	2,400	100.00%	0.00%	0.00%	0.00%
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Facility Check)	REQUEST	Diagnostic	NA	2158.96	3,479	0.62	0.00%	3,479	3,479	100.00%	0.00%	0.00%	0.00%
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Facility Check)	RESPONSE	Diagnostic	NA	2158.96	3,479	0.62	0.00%	3,479	3,479	100.00%	0.00%	0.00%	0.00%
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Facility Check)	TOTAL	Diagnostic	NA	4,317.92	6,958	2.45	0.00%	6,958	6,958	100.00%	0.00%	0.00%	0.00%
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Get CSR)	REQUEST	Diagnostic	NA	3468.00	5,640	0.62	0.00%	5,640	5,640	100.00%	0.00%	0.00%	0.00%
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Get CSR)	RESPONSE	Diagnostic	NA	4186.00	3,640	1.15	0.00%	3,640	3,640	100.00%	0.00%	0.00%	0.00%
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Get CSR)	TOTAL	Diagnostic	NA	7,654.00	5,640	1.35	0.00%	5,640	5,640	100.00%	0.00%	0.00%	0.00%
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Meet Point Inquiry)	REQUEST	Diagnostic	NA	661.51	797	0.83	0.00%	797	797	100.00%	0.00%	0.00%	0.00%
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Meet Point Inquiry)	RESPONSE	Diagnostic	NA	1142.54	1,397	0.82	0.00%	1,397	1,397	100.00%	0.00%	0.00%	0.00%
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Meet Point Inquiry)	TOTAL	Diagnostic	NA	1,804.05	2,194	0.83	0.00%	2,194	2,194	100.00%	0.00%	0.00%	0.00%
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Service Availability)	REQUEST	Diagnostic	NA	1257.50	4,371	0.28	0.00%	4,371	4,371	100.00%	0.00%	0.00%	0.00%
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Diagnostic	NA	453.86	8,373	0.52	0.00%	8,373	8,373	100.00%	0.00%	0.00%	0.00%
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Service Availability)	TOTAL	Diagnostic	NA	5,576.40	4,373	1.28	0.00%	4,373	4,373	100.00%	0.00%	0.00%	0.00%
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (TN Reservation)	REQUEST	Diagnostic	NA	37.56	626	0.06	0.00%	626	626	100.00%	0.00%	0.00%	0.00%
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (TN Reservation)	RESPONSE	Diagnostic	NA	744.32	2,209	0.32	0.00%	2,209	2,209	100.00%	0.00%	0.00%	0.00%
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (TN Reservation)	TOTAL	Diagnostic	NA	1,312.42	778	1.67	0.00%	778	778	100.00%	0.00%	0.00%	0.00%
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Loop Out Tools)	REQUEST	Diagnostic	NA	1984.00	2,206	0.86	0.00%	2,206	2,206	100.00%	0.00%	0.00%	0.00%
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Loop Out Tools)	RESPONSE	Diagnostic	NA	3778.95	2,023	1.84	0.00%	2,023	2,023	100.00%	0.00%	0.00%	0.00%
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Loop Out Tools)	TOTAL	Diagnostic	NA	5,762.95	4,229	2.70	0.00%	4,229	4,229	100.00%	0.00%	0.00%	0.00%
March 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Time (Address Validation XML)	XML Request/Response	Diagnostic	NA	8972.34	4,874	1.41	0.00%	4,874	4,874	100.00%	0.00%	0.00%	0.00%
March 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Time (Appt. Scheduler XML)	XML Request/Response	Diagnostic	NA	13173.36	3,352	3.93	0.00%	3,352	3,352	100.00%	0.00%	0.00%	0.00%
March 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Time (Facility Check XML)	XML Request/Response	Diagnostic	NA	48845.33	5,481	8.83	0.00%	5,481	5,481	100.00%	0.00%	0.00%	0.00%
March 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Time (Get CSR XML)	XML Request/Response	Diagnostic	NA	17410.38	5,746	3.03	0.00%	5,746	5,746	100.00%	0.00%	0.00%	0.00%
March 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Time (Loop Out Tools XML)	XML Request/Response	Diagnostic	NA	16368.50	850	19.49	0.00%	850	850	100.00%	0.00%	0.00%	0.00%
March 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Time (Service Avail XML)	XML Request/Response	Diagnostic	NA	14697.27	3,945	3.69	0.00%	3,945	3,945	100.00%	0.00%	0.00%	0.00%
March 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Time (Service Avail XML)	XML Request/Response	Diagnostic	NA	2471.67	2,841	0.87	0.00%	2,841	2,841	100.00%	0.00%	0.00%	0.00%
March 2015	Pre-Ordering	PO-2A	All Electronic LSRs	XML Request/Response	Diagnostic	NA	3565.76	1,013	3.52	0.00%	1,013	1,013	100.00%	0.00%	0.00%	0.00%
March 2015	Pre-Ordering	PO-2A	All Electronic LSRs	LMP	Diagnostic	NA	192	234	82.05%	0.00%	234	234	100.00%	0.00%	0.00%	0.00%
March 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	NA	5	13	38.46%	0.00%	13	13	100.00%	0.00%	0.00%	0.00%

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Award	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	Modified Z Score	Party Score
February 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbonded Loop - 2 Wire Non-Loaded	Party	90.00%	1	2	50.00%		182	183	94.30%		23.18%	-1.176803
February 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbonded Loop - DST Capable	Party	75.00%	6	8	75.00%				43.30%			
February 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbonded Loop - DST Capable	Party	75.00%	5	7	100.00%							
February 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbonded Loop - DST Capable	Party	75.00%	3	5	100.00%							
February 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbonded Loop - 3 Wire Non-Loaded	Benchmark	6.00	4	2	2.00							
February 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbonded Loop - 3 Wire Non-Loaded	Benchmark	5.00	34	8	4.25							
February 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbonded Loop Analog	Benchmark	6.00	120	25	4.80							
February 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbonded Loop Analog	Party	NA	12	12	100.00%							
February 2015	Ordering and Provisioning	OP-3A	New Services Installation Quality	Unbonded Loop - 2 Wire Non-Loaded	Party	NA	8	8	100.00%							
February 2015	Ordering and Provisioning	OP-3A	New Services Installation Quality	Unbonded Loop - DST Capable	Party	NA	8	8	100.00%							
February 2015	Ordering and Provisioning	OP-3A	New Services Installation Quality	Unbonded Loop Analog	Party	NA	8	8	100.00%							
February 2015	Ordering and Provisioning	OP-3C	Number Portability, Timeliness without Loop Coord	LVP	Benchmark	85.00%	348	348	100.00%							
February 2015	Ordering and Provisioning	PO-1-MA GUI	Pre-Order Response Time (Address Validation)	REQUEST	Diagnostic	NA	3665.16	20.362	0.18							
February 2015	Ordering and Provisioning	PO-1-MA GUI	Pre-Order Response Time (Address Validation)	TOTAL	Diagnostic	NA	1787.24	12.302	0.62							
February 2015	Ordering and Provisioning	PO-1-MA GUI	Pre-Order Response Time (Address Validation)	REQUEST	Diagnostic	NA	11282.40	20.382	0.55							
February 2015	Ordering and Provisioning	PO-1-MA GUI	Pre-Order Response Time (Address Validation)	TOTAL	Diagnostic	NA	1093.08	3.926	0.31							
February 2015	Ordering and Provisioning	PO-1-MA GUI	Pre-Order Response Time (Appt. Scheduler)	REQUEST	Diagnostic	NA	1183.39	3.926	0.33							
February 2015	Ordering and Provisioning	PO-1-MA GUI	Pre-Order Response Time (Appt. Scheduler)	TOTAL	Diagnostic	NA	1183.39	3.926	0.33							
February 2015	Ordering and Provisioning	PO-1-MA GUI	Pre-Order Response Time (Facility Assignment)	REQUEST	Diagnostic	NA	4292.86	1.966	3.98							
February 2015	Ordering and Provisioning	PO-1-MA GUI	Pre-Order Response Time (Facility Assignment)	TOTAL	Diagnostic	NA	4497.20	1.132	3.97							
February 2015	Ordering and Provisioning	PO-1-MA GUI	Pre-Order Response Time (Facility Check)	REQUEST	Diagnostic	NA	2228.48	3.482	0.64							
February 2015	Ordering and Provisioning	PO-1-MA GUI	Pre-Order Response Time (Facility Check)	TOTAL	Diagnostic	NA	6175.06	2.182	2.83							
February 2015	Ordering and Provisioning	PO-1-MA GUI	Pre-Order Response Time (Facility Check)	REQUEST	Diagnostic	NA	8463.54	3.482	2.41							
February 2015	Ordering and Provisioning	PO-1-MA GUI	Pre-Order Response Time (Facility Check)	TOTAL	Diagnostic	NA	5134.50	6.150	0.63							
February 2015	Ordering and Provisioning	PO-1-MA GUI	Pre-Order Response Time (Get CSR)	REQUEST	Diagnostic	NA	10182.80	8.500	1.72							
February 2015	Ordering and Provisioning	PO-1-MA GUI	Pre-Order Response Time (Get CSR)	TOTAL	Diagnostic	NA	10182.80	8.500	1.72							
February 2015	Ordering and Provisioning	PO-1-MA GUI	Pre-Order Response Time (Meet Point Inquiry)	REQUEST	Diagnostic	NA	597.40	660	0.89							
February 2015	Ordering and Provisioning	PO-1-MA GUI	Pre-Order Response Time (Meet Point Inquiry)	TOTAL	Diagnostic	NA	362.45	576	0.63							
February 2015	Ordering and Provisioning	PO-1-MA GUI	Pre-Order Response Time (Meet Point Inquiry)	REQUEST	Diagnostic	NA	949.85	660	1.44							
February 2015	Ordering and Provisioning	PO-1-MA GUI	Pre-Order Response Time (Meet Point Inquiry)	TOTAL	Diagnostic	NA	1582.86	5.106	0.31							
February 2015	Ordering and Provisioning	PO-1-MA GUI	Pre-Order Response Time (Service Availability)	REQUEST	Diagnostic	NA	499.40	10.212	0.45							
February 2015	Ordering and Provisioning	PO-1-MA GUI	Pre-Order Response Time (Service Availability)	TOTAL	Diagnostic	NA	6178.26	5.106	1.21							
February 2015	Ordering and Provisioning	PO-1-MA GUI	Pre-Order Response Time (Service Availability)	REQUEST	Diagnostic	NA	1047.76	2.862	0.36							
February 2015	Ordering and Provisioning	PO-1-MA GUI	Pre-Order Response Time (Service Availability)	TOTAL	Diagnostic	NA	1047.76	2.862	0.36							
February 2015	Ordering and Provisioning	PO-1-MA GUI	Pre-Order Response Time (TN Reservation)	REQUEST	Diagnostic	NA	2098.52	2.862	0.73							
February 2015	Ordering and Provisioning	PO-1-MA GUI	Pre-Order Response Time (TN Reservation)	TOTAL	Diagnostic	NA	1665.20	4.013	0.40							
February 2015	Ordering and Provisioning	PO-1-MA GUI	Pre-Order Response Time (Loop Qual Tools)	REQUEST	Diagnostic	NA	43016.63	3.229	18.47							
February 2015	Ordering and Provisioning	PO-1-MA GUI	Pre-Order Response Time (Loop Qual Tools)	TOTAL	Diagnostic	NA	1688.40	8.729	0.58							
February 2015	Ordering and Provisioning	PO-1-MA GUI	Pre-Order Response Time (Loop Qual Tools)	REQUEST	Diagnostic	NA	1047.76	3.358	0.57							
February 2015	Ordering and Provisioning	PO-1-MA GUI	Pre-Order Response Time (Loop Qual Tools)	TOTAL	Diagnostic	NA	5043.20	5.893	8.57							
February 2015	Ordering and Provisioning	PO-1-MA GUI	Pre-Order Response Time (Facility Check XML)	REQUEST	Diagnostic	NA	2098.52	7.526	3.58							
February 2015	Ordering and Provisioning	PO-1-MA GUI	Pre-Order Response Time (Facility Check XML)	TOTAL	Diagnostic	NA	1853.37	5.99	19.43							
February 2015	Ordering and Provisioning	PO-1-MA GUI	Pre-Order Response Time (Loop Qual XML)	REQUEST	Diagnostic	NA	6089.72	1.589	3.64							
February 2015	Ordering and Provisioning	PO-1-MA GUI	Pre-Order Response Time (Loop Qual XML)	TOTAL	Diagnostic	NA	19416.72	5.404	3.89							
February 2015	Ordering and Provisioning	PO-1-MA GUI	Pre-Order Response Time (Service Avail XML)	REQUEST	Diagnostic	NA	2507.10	3.482	0.66							
February 2015	Ordering and Provisioning	PO-1-MA GUI	Pre-Order Response Time (Service Avail XML)	TOTAL	Diagnostic	NA	8211.16	1.791	65.94							
February 2015	Ordering and Provisioning	PO-2A	All Electronic LSRs	Reaska Aggregate WO LINE-P-POTS	Diagnostic	NA	216	216	33.33%							
February 2015	Ordering and Provisioning	PO-2A	All Electronic LSRs	Unbonded Loop Aggregate	Diagnostic	NA	246	246	51.22%							
February 2015	Ordering and Provisioning	PO-2B	All Through Eligible LSRs	Reaska Aggregate WO LINE-P-POTS	Diagnostic	NA	253	257	98.44%							
February 2015	Ordering and Provisioning	PO-2B	All Through Eligible LSRs	Unbonded Loop Aggregate	Diagnostic	NA	126	126	100.00%							
February 2015	Ordering and Provisioning	PO-3C	LSRs received via Facsimile	Product Aggregate	Diagnostic	NA	104	1	1.94							
February 2015	Ordering and Provisioning	PO-3C	Electronic LSRs Regional Manually	Product Aggregate	Diagnostic	NA	4522	2	0.31							
February 2015	Ordering and Provisioning	PO-3A(4)	FOCs on Time for Fully Electronic LSRs	Product Aggregate	Diagnostic	NA	109	109	100.00%							
February 2015	Ordering and Provisioning	PO-3A(4)	FOCs on Time for Fully Electronic LSRs	Unbonded Loop AGG-EELS	Benchmark	85.00%	109	109	100.00%							
February 2015	Ordering and Provisioning	PO-3A(4)	FOCs on Time for Fully Electronic LSRs	LVP	Benchmark	85.00%	242	242	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	Modified Z Score	Parity Score
January 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	3	1	3.00							
January 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DST Capable	Benchmark	5.00	25	5	5.00							
January 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DST Capable	Benchmark	5.00	25	5	5.00							
January 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DST Capable	Parity	NA	12	2	100.00%	0.00%						
January 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	US Trunk	Parity	NA	11	7	100.00%	0.00%						
January 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	NA	11	11	100.00%	0.00%						
January 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - DST Capable	Parity	NA	6	6	100.00%	0.00%						
January 2015	Ordering and Provisioning	OP-5C	Number Portability, Timeliness without Loop Coord	Unbundled Loop Analog	Parity	NA	33	33	100.00%	0.00%						
January 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Time (Address Validation)	LNP	Benchmark	95.00%	261	261	100.00%							
January 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Time (Address Validation)	REQUEST	Diagnostic	NA	3688.34	25.437	0.15							
January 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Time (Address Validation)	RESPONSE	Diagnostic	NA	10600.08	15.787	0.18							
January 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Time (Address Validation)	TEST	Diagnostic	NA	1531.61	4.655	0.28							
January 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Time (Address Validation)	REQUEST	Diagnostic	NA	1463.83	4.655	0.31							
January 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Time (Appt. Scheduler)	TOTAL	Diagnostic	NA	374.62	1.355	0.28							
January 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Time (Appt. Scheduler)	REQUEST	Diagnostic	NA	4776.00	1.200	3.98							
January 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Time (Facility Assignment)	RESPONSE	Diagnostic	NA	5156.62	3.748	0.37							
January 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Time (Facility Assignment)	TOTAL	Diagnostic	NA	2133.14	3.748	0.37							
January 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Time (Facility Check)	REQUEST	Diagnostic	NA	1975.00	3.146	0.34							
January 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Time (Facility Check)	RESPONSE	Diagnostic	NA	5298.08	9.316	0.57							
January 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Time (Get CSR)	TOTAL	Diagnostic	NA	6466.00	5.640	1.15							
January 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Time (Get CSR)	REQUEST	Diagnostic	NA	11782.08	9.316	1.26							
January 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Time (Get CSR)	RESPONSE	Diagnostic	NA	1273.29	1.651	0.77							
January 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Time (Meet Point Inquiry)	REQUEST	Diagnostic	NA	586.43	7.04	0.80							
January 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Time (Meet Point Inquiry)	TOTAL	Diagnostic	NA	1629.72	1.651	1.11							
January 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Time (Meet Point Inquiry)	RESPONSE	Diagnostic	NA	3815.00	11.674	0.33							
January 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Time (Service Availability)	TOTAL	Diagnostic	NA	5732.12	8.749	0.85							
January 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Time (Service Availability)	ACCEPT	Diagnostic	NA	72.72	1.001	0.07							
January 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Time (TN Reservation)	REQUEST	Diagnostic	NA	1010.69	3.138	0.32							
January 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Time (TN Reservation)	RESPONSE	Diagnostic	NA	1238.87	1.001	1.24							
January 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Time (TN Reservation)	TOTAL	Diagnostic	NA	2322.28	3.138	0.74							
January 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Time (Loop Dual Tool)	REQUEST	Diagnostic	NA	1582.75	4.511	0.35							
January 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Time (Loop Dual Tool)	RESPONSE	Diagnostic	NA	3095.50	11.674	0.33							
January 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Time (Loop Dual Tool)	TOTAL	Diagnostic	NA	6260.35	4.811	13.92							
January 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Time (Address Validation XML)	XML Request/Response	Diagnostic	NA	13467.28	7.502	1.80							
January 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Time (Appt. Scheduler XML)	XML Request/Response	Diagnostic	NA	21548.35	5.165	4.17							
January 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Time (Appt. Scheduler XML)	XML Request/Response	Diagnostic	NA	88828.01	6.529	9.03							
January 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Time (Get CSR XML)	XML Request/Response	Diagnostic	NA	30816.87	8.390	3.68							
January 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Time (Loop Dual Tool XML)	XML Request/Response	Diagnostic	NA	28829.90	1.070	19.57							
January 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Time (Service Avail XML)	XML Request/Response	Diagnostic	NA	3683.80	6.792	3.94							
January 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Time (Service Avail XML)	XML Request/Response	Diagnostic	NA	2770.34	3.216	0.32							
January 2015	Ordering and Provisioning	PO-1-AAA GUI	Pre-Order Response Time (Service Avail XML)	XML Request/Response	Diagnostic	NA	2273.50	3.538	0.62							
January 2015	Ordering and Provisioning	PO-2A	All Electronic LSRs	LNP	Diagnostic	NA	7263.59	1.949	3.74							
January 2015	Ordering and Provisioning	PO-2A	All Electronic LSRs	Reason Aggregate W/ONE-P-PTS	Diagnostic	NA	330	376	87.77%							
January 2015	Ordering and Provisioning	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	NA	106	17	17.85%							
January 2015	Ordering and Provisioning	PO-2B	Pre-Order Eligible LSRs	LNP	Diagnostic	NA	147	147	100.00%							
January 2015	Ordering and Provisioning	PO-2B	Pre-Order Eligible LSRs	Reason Aggregate W/ONE-P-PTS	Diagnostic	NA	330	330	100.00%							
January 2015	Ordering and Provisioning	PO-2B	Pre-Order Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	NA	106	106	100.00%							
January 2015	Ordering and Provisioning	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	NA	2134	15	1.26							
January 2015	Ordering and Provisioning	PO-3A-(A)	FOCs on Time for Fully Electronic LSRs	Reason Aggregate	Benchmark	95.00%	3	3	100.00%							
January 2015	Ordering and Provisioning	PO-3A-(B)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	95	95	100.00%							
January 2015	Ordering and Provisioning	PO-3A-(C)	FOCs on Time for Fully Electronic LSRs	Reason Aggregate	Benchmark	95.00%	323	323	100.00%							
January 2015	Ordering and Provisioning	PO-3B-(A)	FOCs on Time for Electronic/Manual LSRs	Reason Aggregate	Benchmark	90.00%	14	14	100.00%							
January 2015	Ordering and Provisioning	PO-3B-(B)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	47	47	100.00%							
January 2015	Ordering and Provisioning	PO-3B-(C)	FOCs on Time for Electronic/Manual LSRs	Reason Aggregate	Benchmark	90.00%	4	4	100.00%							
January 2015	Ordering and Provisioning	PO-3C-(A)	FOCs provided for ASNs requesting US Trunks	LNP	Benchmark	90.00%	1	1	100.00%							
January 2015	Ordering and Provisioning	PO-3D	Unbundled Loops	LNP	Benchmark	90.00%	8	8	100.00%							
January 2015	Ordering and Provisioning	PO-3D	Unbundled Loops	Reason Aggregate W/ONE-P-PTS	Benchmark	90.00%	6	6	16.67%							
January 2015	Ordering and Provisioning	PO-3D	Unbundled Loops	Unbundled Loops and Number Portability	Parity	NA	1	1	0.00%							

