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Kent Blickensderfer
State Legislative Affairs Director



February 24, 2016

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 January 2015 through January 2016; and
2. Payment Report for the month of December 2015.

Sincerely,

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

Kent Blickensderfer
State Legislative Affairs Director

KB/bardm

Enclosures

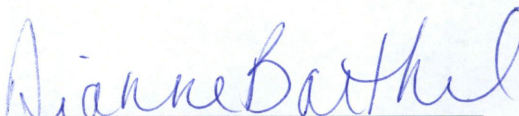
CERTIFICATE OF SERVICE

I hereby certify that on this 24th day of February, 2016, the original the foregoing Performance Results Report for the months of January 2015 through January 2016 and the Payment Report for the month of December 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
Dianne Barthel

NORTH DAKOTA PAP SUMMARY - DECEMBER 2015

State	Reporting Period	PID	PID Description	Product	Current Month Payment	Incremental Rerun Payment	Interest	Total Monthly Payment
ND								

NO DATA



Qwest Corporation (Qwest or CTL-Q) Performance Results

North Dakota January 2015 - January 2016

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.

February 9, 2016

CenturyLink QC Performance Results – Current 271 PID

Month	FRD Category	FRD	FRD Title	Product Category	Standard	Benchmark	CLIC Numerator	CLIC Denominator	CLIC Final	CLIC Standard Outcome	CTI-Q Numerator	CTI-Q Denominator	CTI-Q Final	CTI-Q Standard Benchmark	Modifier & Score	Penalty Score
November 2015	Network Performance	NI-B	Trunk Backlog to CTI-Q End Of TGR and	US Trunk	Priority	N/A	0	669	0.00%	0.00%						
November 2015	Network Performance	NI-C	Trunk Backlog to CTI-Q Trunk End of TGR and	US Trunk	Diagnostic	N/A	0	1,338	0.00%	0.00%						
November 2015	Network Performance	NI-D	Trunk Backlog to CTI-Q Trunk End of TGR and	US Trunk	Diagnostic	N/A	0	868	0.00%	0.00%						
November 2015	Network Performance	OP-13A	Internal Pre-Order Delayed for Pre-Order	Unbundled Loop Analog	Priority	N/A	148	3	49.33	44.38	16,216	43	37.12	588.41	-0.03652	-1.217064
November 2015	Network Performance	OP-13B	Internal Pre-Order Delayed for Pre-Order	Unbundled Loop Analog	Priority	N/A	3	3	100.00%	0.00%	13	43	30.23%	45.93%	3,719.016	1.281001
November 2015	Ordering and Provisioning	OP-3E	Internal Zone 2 Area	Unbundled Loop - ADSL COMPATIBLE	Priority	N/A	1	1	100.00%	0.00%	2	2	100.00%	0.00%		
November 2015	Ordering and Provisioning	OP-3E	Internal Zone 2 Area	Unbundled Loop - DS1 Capable	Priority	N/A	2	2	100.00%	0.00%						
November 2015	Ordering and Provisioning	OP-3E	Internal Zone 2 Area	Unbundled Loop - DS3 Capable	Priority	N/A	5	5	100.00%	0.00%						
November 2015	Ordering and Provisioning	OP-3E	Internal Zone 2 Area	Unbundled Loop - 2 Wire Non-Loaded	Priority	N/A	21	17	100.00%	0.00%						
November 2015	Ordering and Provisioning	OP-3E	Internal Zone 2 Area	Unbundled Loop - ADSL COMPATIBLE	Priority	N/A	6	6	100.00%	0.00%						
November 2015	Ordering and Provisioning	OP-3E	Internal Zone 2 Area	Unbundled Loop - DS1 Capable	Priority	N/A	11	2	3.67	0.00%	2	2	100.00%	0.00%		
November 2015	Ordering and Provisioning	OP-3E	Internal Zone 2 Area	Unbundled Loop Analog	Priority	N/A	75	15	19.74	0.00%						
November 2015	Ordering and Provisioning	OP-3A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Priority	N/A	8	6	100.00%	0.00%						
November 2015	Ordering and Provisioning	OP-3A	New Service Installation Quality	UNBUNDLED LOOP - 2 Wire Non-Loaded	Priority	N/A	2	2	100.00%	0.00%						
November 2015	Ordering and Provisioning	OP-3A	New Service Installation Quality	UNBUNDLED LOOP - DS1 Capable	Priority	N/A	5	5	100.00%	0.00%						
November 2015	Ordering and Provisioning	OP-3A	New Service Installation Quality	UNBUNDLED LOOP Analog	Priority	N/A	17	17	100.00%	0.00%						
November 2015	Ordering and Provisioning	OP-3A	New Service Installation Quality	Unbundled Loop Analog	Benchmark	15.00%	349	349	100.00%	0.00%	158	166	85.18%	21.42%	-0.80328	-1.527208
November 2015	Ordering and Provisioning	OP-3C	Homebase (Priority) Timeliness without Loop Cood	REQUEST	Diagnostic	N/A	5388.84	19,002	0.28	0.00%						
November 2015	Ordering and Provisioning	OP-11A	Pre-Order Response Time (Address Validation)	REQUEST	Diagnostic	N/A	5388.84	13,322	0.41	0.00%						
November 2015	Ordering and Provisioning	OP-11A	Pre-Order Response Time (Address Validation)	TOTAL	Diagnostic	N/A	5388.84	13,322	0.41	0.00%						
November 2015	Ordering and Provisioning	OP-11A	Pre-Order Response Time (Address Validation)	REQUEST	Diagnostic	N/A	2534.40	4,182	0.70	0.00%						
November 2015	Ordering and Provisioning	OP-11A	Pre-Order Response Time (Appt. Scheduling)	TOTAL	Diagnostic	N/A	5406.96	4,182	0.81	0.00%						
November 2015	Ordering and Provisioning	OP-11A	Pre-Order Response Time (Appt. Scheduling)	REQUEST	Diagnostic	N/A	713.80	1,781	0.40	0.00%						
November 2015	Ordering and Provisioning	OP-11A	Pre-Order Response Time (Appt. Scheduling)	TOTAL	Diagnostic	N/A	1284.02	1,781	0.08	0.00%						
November 2015	Ordering and Provisioning	OP-11A	Pre-Order Response Time (Appt. Scheduling)	REQUEST	Diagnostic	N/A	1897.62	1,781	1.12	0.00%						
November 2015	Ordering and Provisioning	OP-11A	Pre-Order Response Time (Appt. Scheduling)	TOTAL	Diagnostic	N/A	3014.01	3,271	0.81	0.00%						
November 2015	Ordering and Provisioning	OP-11A	Pre-Order Response Time (Appt. Scheduling)	REQUEST	Diagnostic	N/A	1831.20	3,792	0.48	0.00%						
November 2015	Ordering and Provisioning	OP-11A	Pre-Order Response Time (Appt. Scheduling)	TOTAL	Diagnostic	N/A	1950.22	7,577	0.26	0.00%						
November 2015	Ordering and Provisioning	OP-11A	Pre-Order Response Time (Appt. Scheduling)	REQUEST	Diagnostic	N/A	8202.02	7,577	1.08	0.00%						
November 2015	Ordering and Provisioning	OP-11A	Pre-Order Response Time (Appt. Scheduling)	TOTAL	Diagnostic	N/A	6160.16	5,518	1.12	0.00%						
November 2015	Ordering and Provisioning	OP-11A	Pre-Order Response Time (Appt. Scheduling)	REQUEST	Diagnostic	N/A	1440.18	7,579	0.19	0.00%						
November 2015	Ordering and Provisioning	OP-11A	Pre-Order Response Time (Appt. Scheduling)	TOTAL	Diagnostic	N/A	2507.92	1,081	2.32	0.00%						
November 2015	Ordering and Provisioning	OP-11A	Pre-Order Response Time (Appt. Scheduling)	REQUEST	Diagnostic	N/A	621.04	1,090	0.56	0.00%						
November 2015	Ordering and Provisioning	OP-11A	Pre-Order Response Time (Appt. Scheduling)	TOTAL	Diagnostic	N/A	3128.96	1,081	2.89	0.00%						
November 2015	Ordering and Provisioning	OP-11A	Pre-Order Response Time (Appt. Scheduling)	REQUEST	Diagnostic	N/A	8112.12	5,814	1.39	0.00%						
November 2015	Ordering and Provisioning	OP-11A	Pre-Order Response Time (Appt. Scheduling)	TOTAL	Diagnostic	N/A	12584.12	6,814	1.77	0.00%						
November 2015	Ordering and Provisioning	OP-11A	Pre-Order Response Time (Appt. Scheduling)	ACCEPT	Diagnostic	N/A	204.00	1,021	0.20	0.00%						
November 2015	Ordering and Provisioning	OP-11A	Pre-Order Response Time (Appt. Scheduling)	REQUEST	Diagnostic	N/A	781.05	1,960	0.41	0.00%						
November 2015	Ordering and Provisioning	OP-11A	Pre-Order Response Time (Appt. Scheduling)	TOTAL	Diagnostic	N/A	1186.36	1,960	0.60	0.00%						
November 2015	Ordering and Provisioning	OP-11A	Pre-Order Response Time (Appt. Scheduling)	REQUEST	Diagnostic	N/A	2171.61	1,900	1.14	0.00%						
November 2015	Ordering and Provisioning	OP-11A	Pre-Order Response Time (Appt. Scheduling)	TOTAL	Diagnostic	N/A	2423.98	3,428	0.71	0.00%						
November 2015	Ordering and Provisioning	OP-11A	Pre-Order Response Time (Appt. Scheduling)	REQUEST	Diagnostic	N/A	4276.32	2,472	1.73	0.00%						
November 2015	Ordering and Provisioning	OP-11A	Pre-Order Response Time (Appt. Scheduling)	TOTAL	Diagnostic	N/A	5956.32	1,856	3.21	0.00%						
November 2015	Ordering and Provisioning	OP-11A	Pre-Order Response Time (Appt. Scheduling)	REQUEST	Diagnostic	N/A	8231.86	4,423	1.82	0.00%						
November 2015	Ordering and Provisioning	OP-11A	Pre-Order Response Time (Appt. Scheduling)	TOTAL	Diagnostic	N/A	7853.30	4,598	1.70	0.00%						
November 2015	Ordering and Provisioning	OP-11A	Pre-Order Response Time (Appt. Scheduling)	REQUEST	Diagnostic	N/A	8902.36	6,898	9.82	0.00%						
November 2015	Ordering and Provisioning	OP-11A	Pre-Order Response Time (Appt. Scheduling)	TOTAL	Diagnostic	N/A	25760.21	6,811	4.11	0.00%						
November 2015	Ordering and Provisioning	OP-11A	Pre-Order Response Time (Loop Check)	REQUEST	Diagnostic	N/A	41935.08	2,984	14.02	0.00%						
November 2015	Ordering and Provisioning	OP-11A	Pre-Order Response Time (Loop Check)	TOTAL	Diagnostic	N/A	3773.04	1,752	5.02	0.00%						
November 2015	Ordering and Provisioning	OP-11A	Pre-Order Response Time (Loop Check)	REQUEST	Diagnostic	N/A	3814.40	3,280	3.25	0.00%						
November 2015	Ordering and Provisioning	OP-11A	Pre-Order Response Time (Loop Check)	TOTAL	Diagnostic	N/A	9814.40	1,882	3.59	0.00%						
November 2015	Ordering and Provisioning	OP-11A	Pre-Order Response Time (Loop Check)	REQUEST	Diagnostic	N/A	6038.36	350	17.28	0.00%						
November 2015	Ordering and Provisioning	OP-11A	Pre-Order Response Time (Loop Check)	TOTAL	Diagnostic	N/A	295	350	84.29%	0.00%						
November 2015	Ordering and Provisioning	OP-2A	AI Electronic LSA	Retail Aggregate W/O UNE-P-PTS	Diagnostic	N/A	6	16	37.50%	0.00%						
November 2015	Ordering and Provisioning	OP-2A	AI Electronic LSA	Unbundled Loop Aggregate	Diagnostic	N/A	79	109	72.48%	0.00%						
November 2015	Ordering and Provisioning	OP-2B	AI Pre-through Eligible LSA	LMP	Diagnostic	N/A	235	299	88.63%	0.00%						

Month	Job Category	Job Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Yield	CLEC Standard Deviate	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Yield	CTL-Q Standard Deviate	Model 2 Score	Party Score
November 2015	Pre-Ordering	PO-28	All Franchise/Electronic LSRs	Diagnostic	NA	78	80	97.5%							
November 2015	Pre-Ordering	PO-29	Electronic LSRs Requested Monthly	Diagnostic	NA	13,46	6	1.33							
November 2015	Pre-Ordering	PO-30	Electronic LSRs Requested Monthly	Diagnostic	NA	6	6	100.00%							
November 2015	Pre-Ordering	PO-31	POC on Time for Ring Electronic LSRs	Benchmark	95.00%	69	69	100.00%							
November 2015	Pre-Ordering	PO-32	POC on Time for Ring Electronic LSRs	Benchmark	95.00%	279	279	100.00%							
November 2015	Pre-Ordering	PO-33	POC on Time for Electronic LSRs	Benchmark	90.00%	3	3	100.00%							
November 2015	Pre-Ordering	PO-34	POC on Time for Electronic LSRs	Benchmark	90.00%	32	32	96.8%							
November 2015	Pre-Ordering	PO-35	POC on Time for Electronic LSRs	Benchmark	90.00%	52	52	96.8%							
November 2015	Pre-Ordering	PO-36	POC on Time for Electronic LSRs	Benchmark	90.00%	183	183	100.00%							
November 2015	Pre-Ordering	PO-37	POC on Time for Electronic LSRs	Benchmark	90.00%	189,298	189,298	96.82%							
November 2015	Pre-Ordering	PO-38	POC on Time for Electronic LSRs	Party/Churn	NA	183	183	100.00%							
November 2015	Pre-Ordering	PO-39	POC on Time for Electronic LSRs	Diagnostic	NA	906	906	100.00%							
November 2015	Pre-Ordering	PO-40	POC on Time for Electronic LSRs	Diagnostic	NA	389	389	100.00%							
November 2015	Pre-Ordering	PO-41	POC on Time for Electronic LSRs	Diagnostic	NA	906	906	100.00%							
November 2015	Pre-Ordering	PO-42	POC on Time for Electronic LSRs	Diagnostic	NA	4,993,030	4,993,030	1.05							
November 2015	Pre-Ordering	PO-43	POC on Time for Electronic LSRs	Diagnostic	NA	2,719	2,719	0.18							
November 2015	Pre-Ordering	PO-44	POC on Time for Electronic LSRs	Diagnostic	NA	24,580	24,580	100.00%							
November 2015	Pre-Ordering	PO-45	POC on Time for Electronic LSRs	Diagnostic	NA	30,420	30,420	100.00%							
November 2015	Pre-Ordering	PO-46	POC on Time for Electronic LSRs	Diagnostic	NA	23,990	23,990	100.00%							
November 2015	Pre-Ordering	PO-47	POC on Time for Electronic LSRs	Diagnostic	NA	43,140	43,140	100.00%							
November 2015	Pre-Ordering	PO-48	POC on Time for Electronic LSRs	Diagnostic	NA	41,925	41,925	100.00%							
November 2015	Pre-Ordering	PO-49	POC on Time for Electronic LSRs	Diagnostic	NA	22,500	22,500	100.00%							
November 2015	Pre-Ordering	PO-50	POC on Time for Electronic LSRs	Diagnostic	NA	0	0	0.00%							
November 2015	Pre-Ordering	PO-51	POC on Time for Electronic LSRs	Diagnostic	NA	1	1	50.00%							
November 2015	Pre-Ordering	PO-52	POC on Time for Electronic LSRs	Diagnostic	NA	2	2	100.00%							
November 2015	Pre-Ordering	PO-53	POC on Time for Electronic LSRs	Diagnostic	NA	1	1	50.00%							
November 2015	Pre-Ordering	PO-54	POC on Time for Electronic LSRs	Diagnostic	NA	387,45	387,45	27.16							
November 2015	Pre-Ordering	PO-55	POC on Time for Electronic LSRs	Diagnostic	NA	27,46	1	27.16							
November 2015	Pre-Ordering	PO-56	POC on Time for Electronic LSRs	Diagnostic	NA	62,46	12	42%							
November 2015	Pre-Ordering	PO-57	POC on Time for Electronic LSRs	Diagnostic	NA	287,23	26	11.04%							
November 2015	Pre-Ordering	PO-58	POC on Time for Electronic LSRs	Diagnostic	NA	0	1	0.00%							
November 2015	Pre-Ordering	PO-59	POC on Time for Electronic LSRs	Diagnostic	NA	2	2	100.00%							
November 2015	Pre-Ordering	PO-60	POC on Time for Electronic LSRs	Diagnostic	NA	3	3	100.00%							
November 2015	Pre-Ordering	PO-61	POC on Time for Electronic LSRs	Diagnostic	NA	26	26	100.00%							
November 2015	Pre-Ordering	PO-62	POC on Time for Electronic LSRs	Diagnostic	NA	1	1	100.00%							
November 2015	Pre-Ordering	PO-63	POC on Time for Electronic LSRs	Diagnostic	NA	2	2	100.00%							
November 2015	Pre-Ordering	PO-64	POC on Time for Electronic LSRs	Diagnostic	NA	28	28	100.00%							
November 2015	Pre-Ordering	PO-65	POC on Time for Electronic LSRs	Diagnostic	NA	1	1	100.00%							
November 2015	Pre-Ordering	PO-66	POC on Time for Electronic LSRs	Diagnostic	NA	3	3	100.00%							
November 2015	Pre-Ordering	PO-67	POC on Time for Electronic LSRs	Diagnostic	NA	26	26	100.00%							
November 2015	Pre-Ordering	PO-68	POC on Time for Electronic LSRs	Diagnostic	NA	1	1	100.00%							
November 2015	Pre-Ordering	PO-69	POC on Time for Electronic LSRs	Diagnostic	NA	2	2	100.00%							
November 2015	Pre-Ordering	PO-70	POC on Time for Electronic LSRs	Diagnostic	NA	2	2	100.00%							
November 2015	Pre-Ordering	PO-71	POC on Time for Electronic LSRs	Diagnostic	NA	1	1	100.00%							
November 2015	Pre-Ordering	PO-72	POC on Time for Electronic LSRs	Diagnostic	NA	2	2	100.00%							
November 2015	Pre-Ordering	PO-73	POC on Time for Electronic LSRs	Diagnostic	NA	2	2	100.00%							
November 2015	Pre-Ordering	PO-74	POC on Time for Electronic LSRs	Diagnostic	NA	2	2	100.00%							
November 2015	Pre-Ordering	PO-75	POC on Time for Electronic LSRs	Diagnostic	NA	2	2	100.00%							
November 2015	Pre-Ordering	PO-76	POC on Time for Electronic LSRs	Diagnostic	NA	2	2	100.00%							
November 2015	Pre-Ordering	PO-77	POC on Time for Electronic LSRs	Diagnostic	NA	2	2	100.00%							
November 2015	Pre-Ordering	PO-78	POC on Time for Electronic LSRs	Diagnostic	NA	2	2	100.00%							
November 2015	Pre-Ordering	PO-79	POC on Time for Electronic LSRs	Diagnostic	NA	2	2	100.00%							
November 2015	Pre-Ordering	PO-80	POC on Time for Electronic LSRs	Diagnostic	NA	2	2	100.00%							
November 2015	Pre-Ordering	PO-81	POC on Time for Electronic LSRs	Diagnostic	NA	2	2	100.00%							
November 2015	Pre-Ordering	PO-82	POC on Time for Electronic LSRs	Diagnostic	NA	2	2	100.00%							
November 2015	Pre-Ordering	PO-83	POC on Time for Electronic LSRs	Diagnostic	NA	2	2	100.00%							
November 2015	Pre-Ordering	PO-84	POC on Time for Electronic LSRs	Diagnostic	NA	2	2	100.00%							
November 2015	Pre-Ordering	PO-85	POC on Time for Electronic LSRs	Diagnostic	NA	2	2	100.00%							
November 2015	Pre-Ordering	PO-86	POC on Time for Electronic LSRs	Diagnostic	NA	2	2	100.00%							
November 2015	Pre-Ordering	PO-87	POC on Time for Electronic LSRs	Diagnostic	NA	2	2	100.00%							
November 2015	Pre-Ordering	PO-88	POC on Time for Electronic LSRs	Diagnostic	NA	2	2	100.00%							
November 2015	Pre-Ordering	PO-89	POC on Time for Electronic LSRs	Diagnostic	NA	2	2	100.00%							
November 2015	Pre-Ordering	PO-90	POC on Time for Electronic LSRs	Diagnostic	NA	2	2	100.00%							
November 2015	Pre-Ordering	PO-91	POC on Time for Electronic LSRs	Diagnostic	NA	2	2	100.00%							
November 2015	Pre-Ordering	PO-92	POC on Time for Electronic LSRs	Diagnostic	NA	2	2	100.00%							
November 2015	Pre-Ordering	PO-93	POC on Time for Electronic LSRs	Diagnostic	NA	2	2	100.00%							
November 2015	Pre-Ordering	PO-94	POC on Time for Electronic LSRs	Diagnostic	NA	2	2	100.00%							
November 2015	Pre-Ordering	PO-95	POC on Time for Electronic LSRs	Diagnostic	NA	2	2	100.00%							
November 2015	Pre-Ordering	PO-96	POC on Time for Electronic LSRs	Diagnostic	NA	2	2	100.00%							
November 2015	Pre-Ordering	PO-97	POC on Time for Electronic LSRs	Diagnostic	NA	2	2	100.00%							
November 2015	Pre-Ordering	PO-98	POC on Time for Electronic LSRs	Diagnostic	NA	2	2	100.00%							
November 2015	Pre-Ordering	PO-99	POC on Time for Electronic LSRs	Diagnostic	NA	2	2	100.00%							
November 2015	Pre-Ordering	PO-100	POC on Time for Electronic LSRs	Diagnostic	NA	2	2	100.00%							

Month	PID Category	PID Title	Product Category	Standard	Benchmark	CLIC Numerator	CLIC Denominator	CLIC Result	CLIC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Medical Z Score	Party Score
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (Address Validation)	Diagnostic	NA	6917.44	18,229	100.00%							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (Address Validation)	Diagnostic	NA	15497.66	12,886	121.00%							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (Address Validation)	Diagnostic	NA	21793.12	18,419	118.00%							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	2754.48	3,992	0.89							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	3173.91	3,852	0.80							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	623.98	1,623	0.39							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	1323.98	1,193	1.18							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	3242.40	3,826	0.84							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	3242.40	3,826	0.84							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	7728.21	3,821	2.01							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	10500.61	3,860	2.73							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	8186.44	7,848	1.03							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	6486.00	5,640	1.15							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	14672.44	7,848	1.85							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	20718.54	1,004	2.07							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	2612.50	1,071	2.54							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	3330.30	6,330	0.51							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	7104.78	12,042	0.59							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	10433.09	8,430	1.20							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	16723.44	866	0.19							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	7523.44	1,965	0.38							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	1255.17	873	1.28							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	2083.25	2,355	0.89							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	5083.25	3,263	1.56							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	49147.25	2,693	18.21							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	51200.50	3,265	15.81							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	8233.14	4,361	1.87							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	7244.86	4,272	1.69							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	68510.25	6,272	9.80							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	27632.25	6,273	4.37							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	3573.24	3,728	0.96							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	14658.98	4,702	3.10							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	2927.25	2,987	0.98							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	5531.64	1,487	3.72							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	312	399	0.78							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	2	9	0.22							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	30	120	0.25							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	32	12	2.67							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	90	80	1.13							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	3130	17	181.18							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	72	72	1.00							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	289	299	0.97							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	2	2	1.00							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	2	2	1.00							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	50	50	1.00							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	3	3	1.00							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	4	4	1.00							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	3	3	1.00							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	2	2	1.00							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	124	124	1.00							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	191124	191124	1.00							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	354	354	1.00							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	591	591	1.00							
October 2015	Pre-Ordering	PO-1-MAA GUI	Pre-Order Response Time (App Standard)	Diagnostic	NA	1	1	1.00							

Month	PO Category	PO ID	PO Title	Product Category	Standard	Benchmark	QLEF Numerator	QLEF Denominator	QLEF Result	QLEF Standard Deviate	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviate	Adjusted Z-Score	P-Value
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Assignment)	REQUEST	Diagnostic	N/A	720.7	1.87	1.20	0.30						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Assignment)	REQUEST	Diagnostic	N/A	142.98	1.87	1.21	0.31						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Assignment)	REQUEST	Diagnostic	N/A	2183.86	1.87	1.17	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Assignment)	REQUEST	Diagnostic	N/A	367.75	3.97	0.82	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	RESPONSE	Diagnostic	N/A	6259.32	3.96	2.12	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	RESPONSE	Diagnostic	N/A	1125.17	3.97	3.00	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	RESPONSE	Diagnostic	N/A	9918.11	6.86	1.10	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	RESPONSE	Diagnostic	N/A	15302.11	6.86	1.12	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	RESPONSE	Diagnostic	N/A	644.15	1.19	2.19	0.28						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	RESPONSE	Diagnostic	N/A	3080.09	2.17	0.96	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	RESPONSE	Diagnostic	N/A	4202.21	7.44	0.60	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	8524.63	14.84	0.60	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	10323.24	7.44	1.86	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	4773.52	2.31	0.44	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	876.22	1.98	1.32	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	1409.81	1.98	1.32	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	2511.1	2.31	1.26	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	2854.63	3.80	0.78	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	5335.86	2.00	15.34	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	5640.06	3.80	15.34	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	10623.16	6.23	1.86	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	7473.52	7.19	10.42	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	2580.84	7.21	3.54	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	41010.86	7.28	15.87	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	3991.25	7.75	5.15	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	19800.00	5.26	3.75	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	3353.30	3.18	3.46	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	5923.12	1.22	3.46	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	21	1.49	80.27%	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	116	13	30.77%	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	4	211	77.88%	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	116	4	100.00%	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	4	116	100.00%	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	21	4	100.00%	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	116	3	8.13	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	2128	2	100.00%	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	8129	2	100.00%	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	11	11	100.00%	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	203	203	100.00%	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	90.00%	4	100.00%	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	34	34	100.00%	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	47	47	100.00%	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	3	3	100.00%	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	191	1	0.22%	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	182.78	19	10.22%	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	965	965	100.00%	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	317	317	100.00%	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	965	965	100.00%	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	4302.804	4130.312	1.05	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	999.80	5.72	1.20	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	29.880	29.880	100.00%	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	29.880	29.880	100.00%	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	29.880	29.880	100.00%	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	42.840	42.840	100.00%	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	41.565	41.565	100.00%	0.27						
September 2015	Pre-Ordering	PO-14M GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	21.600	21.600	100.00%	0.27						

Month	PO Category	PO Title	Product Category	Standard	Incidents	CLEC Incidents	CLEC Openers	CLEC Resolved	CLEC Standard Deviation	CTI-Q Newer	CTI-Q Openers	CTI-Q Resolved	CTI-Q Standard Deviation	Modified Z Score	Penalty Score
August 2015	Pre-Ordering	PO-1-MAA GU	Pre-Order Response Time (Mail Postal Inquiry)	Diagnostic	NA	1361/30	7/05	1.84							
August 2015	Pre-Ordering	PO-1-MAA GU	Pre-Order Response Time (Mail Postal Inquiry)	Diagnostic	NA	1064/37	1/06	1.05							
August 2015	Pre-Ordering	PO-1-MAA GU	Pre-Order Response Time (Mail Postal Inquiry)	Diagnostic	NA	2338/36	1/09	2.32							
August 2015	Pre-Ordering	PO-1-MAA GU	Pre-Order Response Time (Service Availability)	Diagnostic	NA	2708/30	6/72	0.40							
August 2015	Pre-Ordering	PO-1-MAA GU	Pre-Order Response Time (Service Availability)	Diagnostic	NA	7178/30	13/59	0.96							
August 2015	Pre-Ordering	PO-1-MAA GU	Pre-Order Response Time (TN Reservation)	Diagnostic	NA	1026/30	8/72	1.52							
August 2015	Pre-Ordering	PO-1-MAA GU	Pre-Order Response Time (TN Reservation)	Diagnostic	NA	562/30	2/34	0.26							
August 2015	Pre-Ordering	PO-1-MAA GU	Pre-Order Response Time (TN Reservation)	Diagnostic	NA	1392/30	8/63	1.36							
August 2015	Pre-Ordering	PO-1-MAA GU	Pre-Order Response Time (TN Reservation)	Diagnostic	NA	2067/10	2/14	0.73							
August 2015	Pre-Ordering	PO-1-MAA GU	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	1583/28	2/18	0.12							
August 2015	Pre-Ordering	PO-1-MAA GU	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	4249/28	2/18	19.45							
August 2015	Pre-Ordering	PO-1-MAA GU	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	4642/23	2/19	20.03							
August 2015	Pre-Ordering	PO-1-MAA GU	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	1782/36	6/19	2.80							
August 2015	Pre-Ordering	PO-1-MAA GU	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	4812/17	5/07	9.48							
August 2015	Pre-Ordering	PO-1-MAA GU	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	2544/16	5/48	4.67							
August 2015	Pre-Ordering	PO-1-MAA GU	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	3974/16	1/56	18.97							
August 2015	Pre-Ordering	PO-1-MAA GU	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	3075/11	6/67	5.13							
August 2015	Pre-Ordering	PO-1-MAA GU	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	1721/15	5/43	3.05							
August 2015	Pre-Ordering	PO-2A	Pre-Order Response Time (TN Reservation)	Diagnostic	NA	2720/30	2/64	0.95							
August 2015	Pre-Ordering	PO-2A	Pre-Order Response Time (TN Reservation)	Diagnostic	NA	5473/28	1/52	10.8							
August 2015	Pre-Ordering	PO-2A	Pre-Order Response Time (TN Reservation)	Diagnostic	NA	147/30	1/24	0.08							
August 2015	Pre-Ordering	PO-2A	Pre-Order Response Time (TN Reservation)	Diagnostic	NA	106/30	2/1	0.02%							
August 2015	Pre-Ordering	PO-2A	Pre-Order Response Time (TN Reservation)	Diagnostic	NA	198	21	8.32%							
August 2015	Pre-Ordering	PO-2A	Pre-Order Response Time (TN Reservation)	Diagnostic	NA	196	141	76.02%							
August 2015	Pre-Ordering	PO-2B	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	187	197	89.40%							
August 2015	Pre-Ordering	PO-2B	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	108	2	100.00%							
August 2015	Pre-Ordering	PO-2B	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	52/30	1/10	86.19%							
August 2015	Pre-Ordering	PO-2B	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	2/30	1/4	2.19							
August 2015	Pre-Ordering	PO-2B	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	102/30	9	100.00%							
August 2015	Pre-Ordering	PO-2B	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	85/00%	9	100.00%							
August 2015	Pre-Ordering	PO-2B	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	85/00%	187	100.00%							
August 2015	Pre-Ordering	PO-2B	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	80/00%	40	100.00%							
August 2015	Pre-Ordering	PO-2B	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	80/00%	33	97.26%							
August 2015	Pre-Ordering	PO-2B	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	80/00%	3	100.00%							
August 2015	Pre-Ordering	PO-2B	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	183/30	3	100.00%							
August 2015	Pre-Ordering	PO-2B	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	148	3	80.00%							
August 2015	Pre-Ordering	PO-2B	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	183/30	190/34	100.00%							
August 2015	Pre-Ordering	PO-2B	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	318	594	100.00%							
August 2015	Pre-Ordering	PO-2B	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	317	318	99.69%							
August 2015	Pre-Ordering	PO-2B	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	936	938	100.00%							
August 2015	Pre-Ordering	PO-2B	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	4,437/004	4,223/47	1.05							
August 2015	Pre-Ordering	PO-2B	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	1688/47	4,882	100.00%							
August 2015	Pre-Ordering	PO-2B	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	30/00	30/00	100.00%							
August 2015	Pre-Ordering	PO-2B	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	30/00	30/00	100.00%							
August 2015	Pre-Ordering	PO-2B	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	30/00	30/00	100.00%							
August 2015	Pre-Ordering	PO-2B	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	30/00	30/00	100.00%							
August 2015	Pre-Ordering	PO-2B	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	43,300	43,300	100.00%							
August 2015	Pre-Ordering	PO-2B	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	42,190	42,190	100.00%							
August 2015	Pre-Ordering	PO-2B	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	22,880	22,880	100.00%							
August 2015	Pre-Ordering	PO-2B	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	0	0	0.00%							
August 2015	Pre-Ordering	PO-2B	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	1	1	16.67%							
August 2015	Pre-Ordering	PO-2B	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	1	6	16.67%							
August 2015	Pre-Ordering	PO-2B	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	8	13	61.54%							
August 2015	Pre-Ordering	PO-2B	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	0	0	0.00%							
August 2015	Pre-Ordering	PO-2B	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	90/1	1	90.01%							
August 2015	Pre-Ordering	PO-2B	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	10/13	1	10.13							
August 2015	Pre-Ordering	PO-2B	Pre-Order Response Time (Loop Call Tools)	Diagnostic	NA	36/42	6	63.07							

Month	PID Category	PID 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	Party Score
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (After Four Inquiries)	Diagnostic	N/A	1416.42	5.26	1416.42	0.00%	0	1	0.00%	0.00%	-0.07391	-1.04482
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Availability)	Diagnostic	N/A	4467.64	10.31	4467.64	0.44	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Availability)	Diagnostic	N/A	5874.96	5.48	5874.96	1.32	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Availability)	Diagnostic	N/A	173.40	1.16	173.40	0.15	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (IT Reservation)	Diagnostic	N/A	461.72	3.98	461.72	0.14	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (IT Reservation)	Diagnostic	N/A	1896.90	1.20	1896.90	1.56	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (IT Reservation)	Diagnostic	N/A	2851.22	2.89	2851.22	0.80	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Loop Call Total)	Diagnostic	N/A	4968.62	2.07	4968.62	18.28	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Loop Call Total)	Diagnostic	N/A	4968.62	4.04	4968.62	10.22	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Loop Call Total)	Diagnostic	N/A	1184.89	6.23	1184.89	1.80	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Validation XSL)	Diagnostic	N/A	1408.04	3.72	1408.04	3.72	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Validation XSL)	Diagnostic	N/A	4394	4.94	4394	10.42	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Validation XSL)	Diagnostic	N/A	3060.20	6.84	3060.20	4.43	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Loop Call Total)	Diagnostic	N/A	2374.45	1.29	2374.45	19.13	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Loop Call Total)	Diagnostic	N/A	1803.80	5.23	1803.80	3.80	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Avail XSL)	Diagnostic	N/A	2387.87	2.60	2387.87	0.80	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Avail XSL)	Diagnostic	N/A	6681.70	1.69	6681.70	3.63	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Avail XSL)	Diagnostic	N/A	183	2.40	183	80.42%	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Avail XSL)	Diagnostic	N/A	6	20	6	30.00%	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Avail XSL)	Diagnostic	N/A	103	1.44	103	71.15%	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Avail XSL)	Diagnostic	N/A	193	1.92	193	8.37%	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Avail XSL)	Diagnostic	N/A	103	1.03	103	100.00%	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Avail XSL)	Diagnostic	N/A	21.23	1.03	21.23	21.23	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Avail XSL)	Diagnostic	N/A	31.99	1.71	31.99	1.50	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Avail XSL)	Diagnostic	N/A	5	86	5	100.00%	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Avail XSL)	Diagnostic	N/A	96	188	96	100.00%	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Avail XSL)	Diagnostic	N/A	186	4	186	90.00%	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Avail XSL)	Diagnostic	N/A	4	4	4	100.00%	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Avail XSL)	Diagnostic	N/A	46	46	46	100.00%	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Avail XSL)	Diagnostic	N/A	1	1	1	100.00%	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Avail XSL)	Diagnostic	N/A	184	184	184	100.00%	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Avail XSL)	Diagnostic	N/A	184.004	1.96	184.004	100.00%	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Avail XSL)	Diagnostic	N/A	1349	1.04	1349	100.00%	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Avail XSL)	Diagnostic	N/A	1.04	1.04	1.04	100.00%	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Avail XSL)	Diagnostic	N/A	4046.679	3.84	4046.679	0.19	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Avail XSL)	Diagnostic	N/A	584.04	4.74	584.04	0.19	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Avail XSL)	Diagnostic	N/A	29.850	29.850	29.850	100.00%	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Avail XSL)	Diagnostic	N/A	29.850	29.850	29.850	100.00%	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Avail XSL)	Diagnostic	N/A	41.780	41.780	41.780	100.00%	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Avail XSL)	Diagnostic	N/A	40.960	40.960	40.960	100.00%	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Avail XSL)	Diagnostic	N/A	21.880	21.880	21.880	100.00%	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Avail XSL)	Diagnostic	N/A	0	0	0	0.00%	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Avail XSL)	Diagnostic	N/A	2	5	2	40.00%	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Avail XSL)	Diagnostic	N/A	0	2	0	0.00%	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Avail XSL)	Diagnostic	N/A	0	18	0	0.00%	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Avail XSL)	Diagnostic	N/A	0	2	0	0.00%	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Avail XSL)	Diagnostic	N/A	122.38	1	122.38	0.00%	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Avail XSL)	Diagnostic	N/A	55.20	5.25	55.20	0.00%	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Avail XSL)	Diagnostic	N/A	132.22	30.14	132.22	30.14	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Avail XSL)	Diagnostic	N/A	334.26	15	334.26	8.18	0	1	0.00%	0.00%	0.00%	0.00%
July 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Service Avail XSL)	Diagnostic	N/A	0	35	0	0.00%	0	1	0.00%	0.00%	0.00%	0.00%

Month	PO Category	PO Title	Product Category	Standard	Benchmark	CTC Numerator	CTC Denominator	CTC Result	CTC Standard Deviate	CT-Q Numerator	CT-Q Denominator	CT-Q Result	CT-Q Standard Deviate	Modeled Z Score	Parity Score
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Address Validation)	Diagnostic	95.0%	293.62	18.28	3.31	18.0%	164	119	33.7%	2.27%	-1.5714	-1.8070
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Address Validation)	Diagnostic	N/A	890.01	13.40	0.67	0.0%	455	450	100.0%	0.0%		
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Address Validation)	Diagnostic	N/A	11572.83	18.28	3.897	0.42						
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Appt. Scheduling)	Diagnostic	N/A	833.28	3.897	0.24							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Appt. Scheduling)	Diagnostic	N/A	1151.12	3.897	0.30							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Family Assignment)	Diagnostic	N/A	288.30	1.315	0.22							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Family Assignment)	Diagnostic	N/A	5613.80	1.315	4.71							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Family Assignment)	Diagnostic	N/A	22718.86	3.379	6.82							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Family Check)	Diagnostic	N/A	18134.28	3.379	5.86							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Family Check)	Diagnostic	N/A	20333.26	3.379	5.86							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Gen CSR)	Diagnostic	N/A	2124.80	6.840	0.32							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Gen CSR)	Diagnostic	N/A	5389.86	6.840	1.23							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Gen CSR)	Diagnostic	N/A	7512.86	6.840	1.13							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Gen CSR)	Diagnostic	N/A	1424.80	7.97	1.80							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Gen CSR)	Diagnostic	N/A	2584.11	1.397	1.86							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Gen CSR)	Diagnostic	N/A	1386.86	5.373	0.26							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Service Availability)	Diagnostic	N/A	4315.82	10.278	0.42							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Service Availability)	Diagnostic	N/A	5712.80	5.373	1.06							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Service Availability)	Diagnostic	N/A	1793.20	1.120	0.18							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	3878.72	3.258	0.72							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	4648.72	3.258	0.74							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Loop Qual Total)	Diagnostic	N/A	1288.84	4.027	0.32							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Loop Qual Total)	Diagnostic	N/A	2971.72	2.023	1.84							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Loop Qual Total)	Diagnostic	N/A	4100.36	4.027	1.87							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Appt. Scheduler XSL)	Diagnostic	N/A	11785.89	6.287	1.87							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Appt. Scheduler XSL)	Diagnostic	N/A	1485.86	3.313	3.82							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Gen CSR XSL)	Diagnostic	N/A	3796.72	7.97	1.71							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Gen CSR XSL)	Diagnostic	N/A	3144.80	6.370	1.07							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Loop Qual Total XSL)	Diagnostic	N/A	22478.70	1.170	15.21							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Service Avail XSL)	Diagnostic	N/A	5891.00	1.355	4.20							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (TV Reservation XSL)	Diagnostic	N/A	1888.48	5.258	3.42							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Connecting For Appt XSL)	Diagnostic	N/A	6892.84	1.724	3.83							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Connecting For Appt XSL)	Diagnostic	N/A	139	219	72.80%							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Connecting For Appt XSL)	Diagnostic	N/A	19	302	67.48%							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Connecting For Appt XSL)	Diagnostic	N/A	159	182	88.15%							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Connecting For Appt XSL)	Diagnostic	N/A	4	162	100.00%							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Connecting For Appt XSL)	Diagnostic	N/A	204	204	100.00%							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Connecting For Appt XSL)	Diagnostic	N/A	2333	20	0.28							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Connecting For Appt XSL)	Diagnostic	N/A	1921	4	0.20							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Connecting For Appt XSL)	Diagnostic	N/A	825.08	14	1.68							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Connecting For Appt XSL)	Diagnostic	N/A	187.08	182	100.00%							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Connecting For Appt XSL)	Diagnostic	N/A	86.00%	182	100.00%							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Connecting For Appt XSL)	Diagnostic	N/A	90.00%	2	100.00%							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Connecting For Appt XSL)	Diagnostic	N/A	106	106	100.00%							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Connecting For Appt XSL)	Diagnostic	N/A	59	59	100.00%							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Connecting For Appt XSL)	Diagnostic	N/A	3	3	100.00%							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Connecting For Appt XSL)	Diagnostic	N/A	85.00%	9	100.00%							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Connecting For Appt XSL)	Diagnostic	N/A	0	1	0.00%							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Connecting For Appt XSL)	Diagnostic	N/A	180	180	100.00%							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Connecting For Appt XSL)	Diagnostic	N/A	210.88	210.88	100.00%							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Connecting For Appt XSL)	Diagnostic	N/A	1.44	1.44	100.00%							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Connecting For Appt XSL)	Diagnostic	N/A	346	346	100.00%							
Jan 2015	Pre-Ordering	PO-318 GUI	Pre-Order Response Time (Connecting For Appt XSL)	Diagnostic	N/A	1.144	1.144	100.00%							

