

CenturyLink
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Kent Blickensderfer
State Legislative Affairs Director



April 25, 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-16-3**

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 March 2015 through March 2016; and
2. Payment Report for the month of February 2016.

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 25th day of April, 2016, the original the foregoing Performance Results Report for the months of March 2015 through March 2016 and the Payment Report for the month of February 2016 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

A handwritten signature in cursive script that reads "Dianne Barthel". The signature is written in black ink and is positioned above a horizontal line.

Dianne Barthel

NORTH DAKOTA PAP SUMMARY - FEBRUARY 2016

State	Reporting Period	PID	PID Description	Product	Incremental			Total Monthly Payment
					Current Month Payment	Return Payment	Interest Payment	
ND	02/01/2016	Total Payments		UBL_DS1	1800	0	0	1800
ND	02/01/2016	MR-6E	Mean Time to Restore		1800	0	0	1800



Qwest Corporation (Qwest or CTL-Q) Performance Results

North Dakota March 2015 - March 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.

April 9, 2016

CenturyLink QC Performance Results – Current 271 PID

Month	PIP Category	PIP	PIP Title	Product Category	Status	Standard	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	Model 2 Score	Parity Score 1
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (User Point Inquiry)	RESPONSE	Diagnostic	N/A	655.60	1,182	0.55							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (User Point Inquiry)	TOTAL	Diagnostic	N/A	3015.55	1,096	2.81							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Diagnostic	N/A	7303.52	3,342	2.19							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Service Availability)	TOTAL	Diagnostic	N/A	10917.14	6,689	1.63							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (TR Reservation)	ACCEPT	Diagnostic	N/A	230.34	1,047	0.22							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (TR Reservation)	REJECT	Diagnostic	N/A	788.80	1,922	0.41							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (TR Reservation)	RESPONSE	Diagnostic	N/A	1047.96	822	1.23							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (TR Reservation)	TOTAL	Diagnostic	N/A	2047.10	1,222	1.07							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Loop Deal Tools)	REJECT	Diagnostic	N/A	2260.28	3,471	0.68							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Loop Deal Tools)	RESPONSE	Diagnostic	N/A	697.90	3,471	0.20							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Loop Deal Tools)	TOTAL	Diagnostic	N/A	3258.18	3,471	0.94							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Modern Validator XSL)	REJECT	Diagnostic	N/A	697.90	4,252	0.16							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Modern Validator XSL)	RESPONSE	Diagnostic	N/A	7770.96	4,252	1.72							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Modern Validator XSL)	TOTAL	Diagnostic	N/A	8468.86	4,252	1.90							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	REJECT	Diagnostic	N/A	6787.24	6,191	1.11							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	RESPONSE	Diagnostic	N/A	25163.00	6,191	4.21							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	TOTAL	Diagnostic	N/A	48951.24	6,191	7.93							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Loop Deal Tools)	REJECT	Diagnostic	N/A	27174.44	728	3.78							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Loop Deal Tools)	RESPONSE	Diagnostic	N/A	4728.42	4,728	1.00							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Loop Deal Tools)	TOTAL	Diagnostic	N/A	31902.86	4,728	6.78							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (TR Reservation XSL)	REJECT	Diagnostic	N/A	3831.20	3,276	1.20							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (TR Reservation XSL)	RESPONSE	Diagnostic	N/A	5301.12	1,606	3.32							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (TR Reservation XSL)	TOTAL	Diagnostic	N/A	9132.32	1,606	5.62							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	REJECT	Diagnostic	N/A	298	347	0.86							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	RESPONSE	Diagnostic	N/A	66	94	0.70							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	TOTAL	Diagnostic	N/A	232	239	0.97							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	REJECT	Diagnostic	N/A	6	6	1.00							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	RESPONSE	Diagnostic	N/A	299	299	1.00							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	TOTAL	Diagnostic	N/A	305	305	1.00							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	REJECT	Diagnostic	N/A	2036	12	1.63							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	RESPONSE	Diagnostic	N/A	60	60	1.00							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	TOTAL	Diagnostic	N/A	2096	12	1.63							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	REJECT	Diagnostic	N/A	268	268	1.00							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	RESPONSE	Diagnostic	N/A	4	4	1.00							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	TOTAL	Diagnostic	N/A	272	272	1.00							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	REJECT	Diagnostic	N/A	2	2	1.00							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	RESPONSE	Diagnostic	N/A	4	4	1.00							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	TOTAL	Diagnostic	N/A	6	6	1.00							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	REJECT	Diagnostic	N/A	2	2	1.00							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	RESPONSE	Diagnostic	N/A	2	2	1.00							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	TOTAL	Diagnostic	N/A	4	4	1.00							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	REJECT	Diagnostic	N/A	124	124	1.00							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	RESPONSE	Diagnostic	N/A	180,095	180,095	1.00							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	TOTAL	Diagnostic	N/A	180,095	180,095	1.00							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	REJECT	Diagnostic	N/A	874	874	1.00							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	RESPONSE	Diagnostic	N/A	294	294	1.00							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	TOTAL	Diagnostic	N/A	1168	1168	1.00							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	REJECT	Diagnostic	N/A	872	872	1.00							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	RESPONSE	Diagnostic	N/A	264	264	1.00							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	TOTAL	Diagnostic	N/A	1136	1136	1.00							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	REJECT	Diagnostic	N/A	2,878.23	2,878.23	1.00							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	RESPONSE	Diagnostic	N/A	4,071	4,071	1.00							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	TOTAL	Diagnostic	N/A	6,949	6,949	1.00							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	REJECT	Diagnostic	N/A	26,440	26,440	1.00							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	RESPONSE	Diagnostic	N/A	26,440	26,440	1.00							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	TOTAL	Diagnostic	N/A	52,880	52,880	1.00							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	REJECT	Diagnostic	N/A	26,440	26,440	1.00							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	RESPONSE	Diagnostic	N/A	26,440	26,440	1.00							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	TOTAL	Diagnostic	N/A	52,880	52,880	1.00							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	REJECT	Diagnostic	N/A	38,180	38,180	1.00							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	RESPONSE	Diagnostic	N/A	21,060	21,060	1.00							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	TOTAL	Diagnostic	N/A	59,240	59,240	1.00							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	REJECT	Diagnostic	N/A	0	0	0.00%							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	RESPONSE	Diagnostic	N/A	0	0	0.00%							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	TOTAL	Diagnostic	N/A	0	0	0.00%							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	REJECT	Diagnostic	N/A	1	1	50.00%							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	RESPONSE	Diagnostic	N/A	5	10	50.00%							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	TOTAL	Diagnostic	N/A	6	15	40.00%							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	REJECT	Diagnostic	N/A	7335	7335	36.47							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	RESPONSE	Diagnostic	N/A	0	0	0.00%							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	TOTAL	Diagnostic	N/A	7335	7335	36.47							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	REJECT	Diagnostic	N/A	1939	1939	9.54							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	RESPONSE	Diagnostic	N/A	7199	7199	33.42							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	TOTAL	Diagnostic	N/A	9138	9138	42.96							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	REJECT	Diagnostic	N/A	3004	3004	14.30							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	RESPONSE	Diagnostic	N/A	0	0	0.00%							
March 2016	Pre-Ordering	PO-1:AA GUI	Pre-Order Response Time (Apply Standard XSL)	TOTAL	Diagnostic	N/A	3004	3004	14.30							

Month	PAF Category	PAF ID	PAF Title	Product Category	Standard	Benchmark	CLEC Numerary	CLEC Denominator	CLEC Total	CLEC Standard Deviate	CTL-Q Numerary	CTL-Q Denominator	CTL-Q Total	CTL-Q Standard Deviate	Weighted Z Score	Party Score
March 2015	Pre-Ordering	PO-3C	All Purchasing Eligible	Unbundled Loop	Diagnostic	N/A	2738	1	100.00%	0.00%	1	1	100.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3C	LSB, nonorder via Request	Product Aggregate	Diagnostic	N/A	8129	24	100.00%	0.00%	24	24	100.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A(4)	Electronic LISB Related Monthly	Product Aggregate	Benchmark	95.00%	111	4	100.00%	0.00%	4	4	100.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A(4)	FOC on Trunk for Full Electronic LISB	Unbundled Loop AGG-EELS	Benchmark	95.00%	203	203	100.00%	0.00%	203	203	100.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A(4)	FOC on Trunk for Full Electronic LISB	Unbundled Loop AGG-EELS	Benchmark	90.00%	4	4	100.00%	0.00%	4	4	100.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3B(4)	FOC on Trunk for Electronic LISB	Unbundled Loop AGG-EELS	Benchmark	90.00%	4	4	100.00%	0.00%	4	4	100.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3B(4)	FOC on Trunk for Electronic LISB	Unbundled Loop AGG-EELS	Benchmark	90.00%	4	4	100.00%	0.00%	4	4	100.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3B(4)	FOC on Trunk for ASIR requesting LISB Trunk	Unbundled Loop	Benchmark	95.00%	3	3	100.00%	0.00%	3	3	100.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3B	Unbundled Loop	Unbundled Loop and Number Portability	Diagnostic	N/A	190	180	100.00%	44.4%	0	27	27	0.00%	0.00%	-3
September 2015	Pre-Ordering	PO-3A	Invoiced Delivered with 10 Days	UnEIS and Release Aggregate	Diagnostic	N/A	182,781	182,781	100.00%	0.00%	5,237	5,282	99.19%	8.84%	-1,894,133	-2,029,951
September 2015	Pre-Ordering	PO-3A	Billing Accuracy - Adjustments for Errors	UnEIS and Release Aggregate	Diagnostic	N/A	966	966	100.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	377	377	100.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	4,328,486	4,328,486	100.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	4,131	4,131	100.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	28,880	28,880	100.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	23,880	23,880	100.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	42,240	42,240	100.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	41,885	41,885	100.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	21,800	21,800	100.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	44,44%	9	44.44%	50.00%	1	2	50.00%	50.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	48,89%	1	48.89%	0.00%	22	2	50.00%	50.00%	-0.08881	-1,023,842
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	68,07	68,07	100.00%	0.00%	88	88	25.88%	43.80%	-0.88305	-1,299,005
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	1,43	1,43	100.00%	0.00%	2	2	17.57%	19.03	-0.75713	-1,079,713
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	3,21	3,21	100.00%	0.00%	9	9	4.35	1.00	0.27319	-0.80118
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	8,439	8,439	100.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	15,21	15,21	100.00%	0.00%	8	2	4.35	1.00	0.82842	-0.84688
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	18,80	18,80	100.00%	0.00%	61	2	106.12	141.37	-3.86678	-3,862,305
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	715,45	715,45	100.00%	0.00%	0	2	17.89%	36.15%	-0.65233	-1,287,718
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	0	0	0.00%	0.00%	0	2	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	2,222%	9	22.22%	41.71%	0	2	0.00%	0.00%	-0.74664	-1,453,70
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	13,33%	15	13.33%	33.99%	0	2	0.00%	0.00%	-1.20183	-1,748,789
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	8,1%	37	8.1%	27.20%	82	28	0.83%	1.71%	0.86682	-0.86281
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	2.87%	75	2.87%	16.11%	0	2	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	11,440	11,440	100.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	88	88	2.84%	16.90%	422	20,751	2.03%	14.11%	0.24187	-0.833075
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	11	11	0.02%	0.00%	2	2	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	847	847	0.83%	8.70%	88	88	0.00%	0.00%	-0.20188	-1,181,758
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	3	3	0.03%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	15	15	1.64%	12.71%	0	248	0.83%	9.00%	0.18375	-0.82829
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	803	803	0.61%	7.71%	521	248	1.89%	12.67%	-0.588703	-4,394,874
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	37	37	0.00%	0.00%	197	345	57.10%	48.65%	-0.45400	-1,276,657
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	1,418	1,418	0.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	888	888	0.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	888	888	0.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	888	888	0.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	888	888	0.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	888	888	0.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	888	888	0.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	888	888	0.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	888	888	0.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	888	888	0.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	888	888	0.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	888	888	0.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	888	888	0.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	888	888	0.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	888	888	0.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	888	888	0.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	888	888	0.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	888	888	0.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	888	888	0.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	888	888	0.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	888	888	0.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	888	888	0.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	888	888	0.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	888	888	0.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	888	888	0.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	888	888	0.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	888	888	0.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	888	888	0.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	888	888	0.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	888	888	0.00%	0.00%	0	0	0.00%	0.00%	0	-1
September 2015	Pre-Ordering	PO-3A	UnEIS and Release Aggregate	UnEIS and Release Aggregate	Diagnostic	N/A	888	888</								

Month	PO Category	PI#	PO Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z-Score	Party Score
June 2015	Pre-Ordering	PO-14M-GUI	Pre-Order Response Times (Priority Assignment)	TOTAL	Diagnostic	N/A	4500.00	1.00	4.10							
June 2015	Pre-Ordering	PO-14M-GUI	Pre-Order Response Times (Priority Check)	RESPONSE	Diagnostic	N/A	179.71	3.478	0.48							
June 2015	Pre-Ordering	PO-14M-GUI	Pre-Order Response Times (Priority Check)	TOTAL	Diagnostic	N/A	191.71	3.478	0.48							
June 2015	Pre-Ordering	PO-14M-GUI	Pre-Order Response Times (Priority Check)	REQUEST	Diagnostic	N/A	200.173	3.478	0.57							
June 2015	Pre-Ordering	PO-14M-GUI	Pre-Order Response Times (Call CSN)	RESPONSE	Diagnostic	N/A	1982.00	6.340	0.26							
June 2015	Pre-Ordering	PO-14M-GUI	Pre-Order Response Times (Call CSN)	TOTAL	Diagnostic	N/A	6468.00	6.640	1.13							
June 2015	Pre-Ordering	PO-14M-GUI	Pre-Order Response Times (Call CSN)	REQUEST	Diagnostic	N/A	6388.00	6.340	1.32							
June 2015	Pre-Ordering	PO-14M-GUI	Pre-Order Response Times (Mail Order Inquiry)	RESPONSE	Diagnostic	N/A	1541.81	1.487	1.03							
June 2015	Pre-Ordering	PO-14M-GUI	Pre-Order Response Times (Mail Order Inquiry)	TOTAL	Diagnostic	N/A	2424.24	1.036	2.34							
June 2015	Pre-Ordering	PO-14M-GUI	Pre-Order Response Times (Mail Order Inquiry)	REQUEST	Diagnostic	N/A	2066.15	1.271	2.59							
June 2015	Pre-Ordering	PO-14M-GUI	Pre-Order Response Times (Mail Order Inquiry)	RESPONSE	Diagnostic	N/A	6223.00	10.373	0.60							
June 2015	Pre-Ordering	PO-14M-GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	7313.13	5.273	1.39							
June 2015	Pre-Ordering	PO-14M-GUI	Pre-Order Response Times (Service Availability)	ACCEPT	Diagnostic	N/A	335.40	7.80	0.43							
June 2015	Pre-Ordering	PO-14M-GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	278.12	2.206	0.12							
June 2015	Pre-Ordering	PO-14M-GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	2438.94	1.206	1.84							
June 2015	Pre-Ordering	PO-14M-GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	3004.36	2.206	1.31							
June 2015	Pre-Ordering	PO-14M-GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3778.72	3.207	1.82							
June 2015	Pre-Ordering	PO-14M-GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	3015.02	4.058	1.64							
June 2015	Pre-Ordering	PO-14M-GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	18263.18	6.523	1.66							
June 2015	Pre-Ordering	PO-14M-GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	11480.70	3.478	3.30							
June 2015	Pre-Ordering	PO-14M-GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	52981.92	5.076	10.42							
June 2015	Pre-Ordering	PO-14M-GUI	Pre-Order Response Times (Schedule Validation)	TOTAL	Diagnostic	N/A	20515.28	6.811	4.48							
June 2015	Pre-Ordering	PO-14M-GUI	Pre-Order Response Times (Schedule Validation)	REQUEST	Diagnostic	N/A	22505.96	1.248	1.97							
June 2015	Pre-Ordering	PO-14M-GUI	Pre-Order Response Times (Schedule Validation)	RESPONSE	Diagnostic	N/A	18062.00	5.280	3.12							
June 2015	Pre-Ordering	PO-14M-GUI	Pre-Order Response Times (Schedule Validation)	TOTAL	Diagnostic	N/A	1971.00	2.820	0.70							
June 2015	Pre-Ordering	PO-14M-GUI	Pre-Order Response Times (Schedule Validation)	REQUEST	Diagnostic	N/A	9583.12	1.722	3.46							
June 2015	Pre-Ordering	PO-14M-GUI	Pre-Order Response Times (Schedule Validation)	RESPONSE	Diagnostic	N/A	184	2.42	78.03%							
June 2015	Pre-Ordering	PO-2A	At Electronic LSRs	Remote Aggregate W/O LINE-P-PORTS	Diagnostic	N/A	6	11	84.55%							
June 2015	Pre-Ordering	PO-2A	At Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	82	114	71.93%							
June 2015	Pre-Ordering	PO-2A	At Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	154	154	100.00%							
June 2015	Pre-Ordering	PO-2A	At Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	82	82	100.00%							
June 2015	Pre-Ordering	PO-2A	At Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1331	20	0.41							
June 2015	Pre-Ordering	PO-2A	At Electronic LSRs	Remote Aggregate	Diagnostic	N/A	6	6	100.00%							
June 2015	Pre-Ordering	PO-2A	At Electronic LSRs	Remote Aggregate	Diagnostic	N/A	74	74	100.00%							
June 2015	Pre-Ordering	PO-2A	At Electronic LSRs	Remote Aggregate	Diagnostic	N/A	179	179	100.00%							
June 2015	Pre-Ordering	PO-2A	At Electronic LSRs	Remote Aggregate	Diagnostic	N/A	2	2	100.00%							
June 2015	Pre-Ordering	PO-2A	At Electronic LSRs	Remote Aggregate	Diagnostic	N/A	40	40	100.00%							
June 2015	Pre-Ordering	PO-2A	At Electronic LSRs	Remote Aggregate	Diagnostic	N/A	1	1	100.00%							
June 2015	Pre-Ordering	PO-2A	At Electronic LSRs	Remote Aggregate	Diagnostic	N/A	5	5	100.00%							
June 2015	Pre-Ordering	PO-2A	At Electronic LSRs	Remote Aggregate	Diagnostic	N/A	182	182	100.00%							
June 2015	Pre-Ordering	PO-2A	At Electronic LSRs	Remote Aggregate	Diagnostic	N/A	200.24	200.24	100.00%							
June 2015	Pre-Ordering	PO-2A	At Electronic LSRs	Remote Aggregate	Diagnostic	N/A	1.138	1.138	100.00%							
June 2015	Pre-Ordering	PO-2A	At Electronic LSRs	Remote Aggregate	Diagnostic	N/A	1.107	1.107	100.00%							
June 2015	Pre-Ordering	PO-2A	At Electronic LSRs	Remote Aggregate	Diagnostic	N/A	1.107	1.107	100.00%							
June 2015	Pre-Ordering	PO-2A	At Electronic LSRs	Remote Aggregate	Diagnostic	N/A	1	1	100.00%							
June 2015	Pre-Ordering	PO-2A	At Electronic LSRs	Remote Aggregate	Diagnostic	N/A	4.801.812	4.585.642	1.04							
June 2015	Pre-Ordering	PO-2A	At Electronic LSRs	Remote Aggregate	Diagnostic	N/A	837.78	4.410	0.19							
June 2015	Pre-Ordering	PO-2A	At Electronic LSRs	Remote Aggregate	Diagnostic	N/A	23.776	29.880	98.72%							
June 2015	Pre-Ordering	PO-2A	At Electronic LSRs	Remote Aggregate	Diagnostic	N/A	29.880	29.880	100.00%							
June 2015	Pre-Ordering	PO-2A	At Electronic LSRs	Remote Aggregate	Diagnostic	N/A	29.880	29.880	100.00%							
June 2015	Pre-Ordering	PO-2A	At Electronic LSRs	Remote Aggregate	Diagnostic	N/A	41.17	41.17	100.00%							
June 2015	Pre-Ordering	PO-2A	At Electronic LSRs	Remote Aggregate	Diagnostic	N/A	41.156	41.156	100.00%							
June 2015	Pre-Ordering	PO-2A	At Electronic LSRs	Remote Aggregate	Diagnostic	N/A	21.900	21.900	100.00%							
June 2015	Pre-Ordering	PO-2A	At Electronic LSRs	Remote Aggregate	Diagnostic	N/A	0	0	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard	Bandwidth	CLEC Numerator	CLEC Denominator	CLEC Read	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Read	CTL-Q Standard Deviator	Median Z Score	Penalty Score
May 2015	Maintenance and Repair	MR-5B	All Trunked Circuit w/ 4 Hour Zone 2	Enhanced Extended Loop - DS1 Capable	Diagnostic	N/A	2	3	66.5%	47.1%	2	2	100.0%	0.0%	-0.25347	-1.15624
May 2015	Maintenance and Repair	MR-5B	All Trunked Circuit w/ 4 Hour Zone 2	Unbundled Loop - 2 Wire Non-Carrier	Diagnostic	N/A	0	2	0.0%	0.0%	0	2	0.0%	0.0%	0.00000	-0.95094
May 2015	Maintenance and Repair	MR-5B	All Trunked Circuit w/ 4 Hour Zone 2	Business	Diagnostic	N/A	20	26	68.87%	48.33%	2	2	100.0%	0.0%	0.00000	-0.95094
May 2015	Maintenance and Repair	MR-5C	Out of Service Circuit w/ 24 Hours	Unbundled Loop - DS1 Capable	Diagnostic	N/A	4607	1	0.0%	0.0%	200831	96	48.72%	48.89%	0.60365	-0.82184
May 2015	Maintenance and Repair	MR-5C	Out of Service Circuit w/ 24 Hours	Business	Diagnostic	N/A	4607	1	49.07	0.00	200831	96	35.53	39.33	0.65022	-0.82024
May 2015	Maintenance and Repair	MR-5E	Mean Time to Restore Internal Zone 2	Enhanced Extended Loop - DS1 Capable	Diagnostic	N/A	242	3	74.0	2.55	643	2	322	0.43	-0.94688	-1.50473
May 2015	Maintenance and Repair	MR-5E	Mean Time to Restore Internal Zone 2	Unbundled Loop - ADSL COMPARIBLE	Diagnostic	N/A	2239	3	242	4.31	643	2	332	0.43	0.28831	-0.93975
May 2015	Maintenance and Repair	MR-5E	Mean Time to Restore Internal Zone 2	Business	Diagnostic	N/A	2239	3	18.39	2.58	2776231	8	1022	34.43%	-2.78826	-2.70132
May 2015	Maintenance and Repair	MR-5E	Mean Time to Restore Internal Zone 2	Unbundled Loop - 2 Wire Non-Carrier	Diagnostic	N/A	64130	43	1238	13.53	6	58	13.79%	34.43%	-1.34113	-1.14024
May 2015	Maintenance and Repair	MR-7E	Repeat Repair Report Rate Zone 2	Enhanced Extended Loop - DS1 Capable	Diagnostic	N/A	1	3	33.33%	47.14%	0	2	0.0%	0.0%	-0.25347	-1.15624
May 2015	Maintenance and Repair	MR-7E	Repeat Repair Report Rate Zone 2	Unbundled Loop - ADSL COMPARIBLE	Diagnostic	N/A	0	3	0.0%	0.0%	0	2	0.0%	0.0%	0.00000	-0.95094
May 2015	Maintenance and Repair	MR-7E	Repeat Repair Report Rate Zone 2	Business	Diagnostic	N/A	0	2	0.0%	0.0%	0	2	0.0%	0.0%	0.00000	-0.95094
May 2015	Maintenance and Repair	MR-8	Trunked Rate	Enhanced Extended Loop - DS1 Capable	Diagnostic	N/A	3	4	75.0%	54.48%	0	2	0.0%	0.0%	-0.25347	-1.15624
May 2015	Maintenance and Repair	MR-8	Trunked Rate	Unbundled Loop - DS1 Capable	Diagnostic	N/A	0	4	0.0%	0.0%	0	2	0.0%	0.0%	-1.04253	-1.41723
May 2015	Maintenance and Repair	MR-8	Trunked Rate	Business	Diagnostic	N/A	0	4	0.0%	0.0%	0	2	0.0%	0.0%	-1.30258	-1.70723
May 2015	Maintenance and Repair	MR-4	Trunked Rate	SUB-LOOP UNBUNDLED	Diagnostic	N/A	0	1	0.0%	0.0%	0	2	0.0%	0.0%	-0.48823	-1.26585
May 2015	Maintenance and Repair	MR-4	Trunked Rate	Unbundled Loop - ADSL COMPARIBLE	Diagnostic	N/A	2	2	90.0%	5.85%	2	2	100.0%	0.0%	-0.25435	-0.82704
May 2015	Maintenance and Repair	MR-4	Trunked Rate	Business	Diagnostic	N/A	29	391	0.35%	17.42%	0	70	0.0%	0.0%	-0.87768	-1.53910
May 2015	Maintenance and Repair	MR-4	Trunked Rate	Unbundled Loop - 2 Wire Non-Carrier	Diagnostic	N/A	28	853	3.28%	17.42%	2	251	0.79%	0.29%	-0.87768	-1.53910
May 2015	Maintenance and Repair	MR-80	Trunked Rate	Unbundled Loop - DS1 Capable	Diagnostic	N/A	0	1	0.0%	0.0%	344870	58	10.69%	12.11%	-1.81742	-3.06519
May 2015	Maintenance and Repair	MR-80	Trunked Rate	Business	Diagnostic	N/A	0	1	0.0%	0.0%	41	58	10.69%	10.69%	-0.80823	-0.80823
May 2015	Network Performance	NR-1A	Trunk Backlog to CTL-Q End Ofc. w/ TCSR and	LES Trunk	Diagnostic	N/A	0	0	0.0%	0.0%	0	0	0.0%	0.0%	0.00000	0.00000
May 2015	Network Performance	NR-1A	Trunk Backlog to CTL-Q End Ofc. w/ TCSR and	LES Trunk	Diagnostic	N/A	0	0	0.0%	0.0%	0	0	0.0%	0.0%	0.00000	0.00000
May 2015	Network Performance	NR-1C	Trunk Backlog to CTL-Q End Ofc. w/ TCSR and	LES Trunk	Diagnostic	N/A	0	0	0.0%	0.0%	0	0	0.0%	0.0%	0.00000	0.00000
May 2015	Network Performance	NR-1C	Trunk Backlog to CTL-Q End Ofc. w/ TCSR and	LES Trunk	Diagnostic	N/A	0	0	0.0%	0.0%	0	0	0.0%	0.0%	0.00000	0.00000
May 2015	Network Performance	NR-1D	Trunk Backlog to CTL-Q End Ofc. w/ TCSR and	LES Trunk	Diagnostic	N/A	0	0	0.0%	0.0%	0	0	0.0%	0.0%	0.00000	0.00000
May 2015	Network Performance	NR-1D	Trunk Backlog to CTL-Q End Ofc. w/ TCSR and	LES Trunk	Diagnostic	N/A	0	0	0.0%	0.0%	0	0	0.0%	0.0%	0.00000	0.00000
May 2015	Network Performance	NR-1A	Trunk Backlog to CTL-Q End Ofc. w/ TCSR and	Unbundled Loop Analog	Diagnostic	N/A	73	1	73.0	10.0%	13482	57	24.04%	48.28%	-0.25089	-1.28013
May 2015	Network Performance	NR-1A	Trunk Backlog to CTL-Q End Ofc. w/ TCSR and	Unbundled Loop Analog	Diagnostic	N/A	1	1	100.0%	0.0%	15	15	100.0%	0.0%	0.00000	0.00000
May 2015	Network Performance	NR-1A	Trunk Backlog to CTL-Q End Ofc. w/ TCSR and	Unbundled Loop Analog	Diagnostic	N/A	1	2	50.0%	0.0%	15	15	100.0%	0.0%	0.00000	0.00000
May 2015	Network Performance	NR-1A	Trunk Backlog to CTL-Q End Ofc. w/ TCSR and	Unbundled Loop - DS1 Capable	Diagnostic	N/A	6	14	42.86%	0.0%	0	0	0.0%	0.0%	0.00000	0.00000
May 2015	Network Performance	NR-1A	Trunk Backlog to CTL-Q End Ofc. w/ TCSR and	Unbundled Loop - DS1 Capable	Diagnostic	N/A	2	10	20.0%	0.0%	0	0	0.0%	0.0%	0.00000	0.00000
May 2015	Network Performance	NR-1A	Trunk Backlog to CTL-Q End Ofc. w/ TCSR and	Unbundled Loop Analog	Diagnostic	N/A	5	1	5.0	0.0%	0	0	0.0%	0.0%	0.00000	0.00000
May 2015	Network Performance	NR-1A	Trunk Backlog to CTL-Q End Ofc. w/ TCSR and	Unbundled Loop Analog	Diagnostic	N/A	47	9	5.22	0.0%	15	18	100.0%	0.0%	0.0%	0.0%
May 2015	Network Performance	NR-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPARIBLE	Diagnostic	N/A	14	4	100.0%	0.0%	0	0	0.0%	0.0%	0.00000	0.00000
May 2015	Network Performance	NR-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Diagnostic	N/A	14	4	100.0%	0.0%	0	0	0.0%	0.0%	0.00000	0.00000
May 2015	Network Performance	NR-5A	New Service Installation Quality	Business	Diagnostic	N/A	14	4	100.0%	0.0%	0	0	0.0%	0.0%	0.00000	0.00000
May 2015	Network Performance	NR-5A	New Service Installation Quality	Unbundled Loop Analog	Diagnostic	N/A	14	10	100.0%	0.0%	151	181	82.64%	26.12%	-0.86012	-1.82673
May 2015	Network Performance	NR-5A	New Service Installation Quality	LES	Diagnostic	N/A	146	16	16.00%	0.13	0	0	0.0%	0.0%	0.00000	0.00000
May 2015	Network Performance	NR-5A	New Service Installation Quality	REQUEST	Diagnostic	N/A	239330	18410	0.77	0.13	0	0	0.0%	0.0%	0.00000	0.00000
May 2015	Network Performance	NR-5A	New Service Installation Quality	RESPONSE	Diagnostic	N/A	987150	12580	0.77	0.13	0	0	0.0%	0.0%	0.00000	0.00000
May 2015	Network Performance	NR-5A	New Service Installation Quality	TOTAL	Diagnostic	N/A	1234440	18410	0.67	0.13	0	0	0.0%	0.0%	0.00000	0.00000
May 2015	Network Performance	NR-5A	New Service Installation Quality	REQUEST	Diagnostic	N/A	74175	3225	0.23	0.23	0	0	0.0%	0.0%	0.00000	0.00000
May 2015	Network Performance	NR-5A	New Service Installation Quality	RESPONSE	Diagnostic	N/A	80729	1325	0.32	0.32	0	0	0.0%	0.0%	0.00000	0.00000
May 2015	Network Performance	NR-5A	New Service Installation Quality	TOTAL	Diagnostic	N/A	155404	1325	0.32	0.32	0	0	0.0%	0.0%	0.00000	0.00000
May 2015	Network Performance	NR-5A	New Service Installation Quality	REQUEST	Diagnostic	N/A	477630	1200	3.98	3.98	0	0	0.0%	0.0%	0.00000	0.00000
May 2015	Network Performance	NR-5A	New Service Installation Quality	RESPONSE	Diagnostic	N/A	492030	410	4.10	4.10	0	0	0.0%	0.0%	0.00000	0.00000
May 2015	Network Performance	NR-5A	New Service Installation Quality	TOTAL	Diagnostic	N/A	969660	3479	0.53	0.53	0	0	0.0%	0.0%	0.00000	0.00000
May 2015	Network Performance	NR-5A	New Service Installation Quality	REQUEST	Diagnostic	N/A	184387	3479	5.88	5.88	0	0	0.0%	0.0%	0.00000	0.00000
May 2015	Network Performance	NR-5A	New Service Installation Quality	RESPONSE	Diagnostic	N/A	208042	3479	5.45	5.45	0	0	0.0%	0.0%	0.00000	0.00000
May 2015	Network Performance	NR-5A	New Service Installation Quality	TOTAL	Diagnostic	N/A	392429	6948	0.32	0.32	0	0	0.0%	0.0%	0.00000	0.00000
May 2015	Network Performance	NR-5A	New Service Installation Quality	REQUEST	Diagnostic	N/A	218280	6460	1.30	1.30	0	0	0.0%	0.0%	0.00000	0.00000
May 2015	Network Performance	NR-5A	New Service Installation Quality	RESPONSE	Diagnostic	N/A	881030	6460	1.30	1.30	0	0	0.0%	0.0%	0.00000	0.00000
May 2015	Network Performance	NR-5A	New Service Installation Quality	TOTAL	Diagnostic	N/A	1099010	12920	1.40	1.40	0	0	0.0%	0.0%	0.00000	0.00000
May 2015	Network Performance	NR-5A	New Service Installation Quality	REQUEST	Diagnostic	N/A	130530	908	2.14	2.14	0	0	0.0%	0.0%	0.00000	0.00000
May 2015	Network Performance	NR-5A	New Service Installation Quality	RESPONSE	Diagnostic	N/A	194312	908	2.14	2.14	0	0	0.0%	0.0%	0.00000	0.00000
May 2015	Network Performance	NR-5A	New Service Installation Quality	TOTAL	Diagnostic	N/A	324812	1400	2.24	2.24	0	0	0.0%	0.0%	0.00000	0.00000

Month	PID Category	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CT-Q Numerator	CT-Q Denominator	CT-Q Result	CT-Q Standard Deviator	Modelled Z-Score	Priority Score
May 2015	Pre-Ordering	PO-1:AAA GUI	Pre-Order Response Time (Service Availability)	Diagnostic	N/A	1302.29	5793	0.231							
May 2015	Pre-Ordering	PO-1:AAA GUI	Pre-Order Response Time (Service Availability)	Diagnostic	N/A	5541.23	10723	0.511							
May 2015	Pre-Ordering	PO-1:AAA GUI	Pre-Order Response Time (Service Availability)	Diagnostic	N/A	5077.46	9770	0.521							
May 2015	Pre-Ordering	PO-1:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	2718.40	5101	0.531							
May 2015	Pre-Ordering	PO-1:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	2718.40	5101	0.531							
May 2015	Pre-Ordering	PO-1:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	1870.40	1100	1.671							
May 2015	Pre-Ordering	PO-1:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	2427.32	2328	1.041							
May 2015	Pre-Ordering	PO-1:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	1369.18	4027	0.341							
May 2015	Pre-Ordering	PO-1:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	3794.50	2551	1.480							
May 2015	Pre-Ordering	PO-1:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	3587.58	4027	0.891							
May 2015	Pre-Ordering	PO-1:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	1298.50	3713	0.350							
May 2015	Pre-Ordering	PO-1:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	4887.40	4780	1.042							
May 2015	Pre-Ordering	PO-1:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	3078.74	6781	0.454							
May 2015	Pre-Ordering	PO-1:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	2379.20	1300	1.817							
May 2015	Pre-Ordering	PO-1:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	5312.00	5280	1.015							
May 2015	Pre-Ordering	PO-1:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	1980.00	5280	0.375							
May 2015	Pre-Ordering	PO-1:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	2028.40	2245	0.901							
May 2015	Pre-Ordering	PO-1:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	888.00	1000	0.888							
May 2015	Pre-Ordering	PO-1:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	1511	200	7.555%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	14	147	63.94%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	144	147	70.73%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	151	151	100.00%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	14	14	100.00%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	104	104	100.00%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	5171	14	180.00%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	99	99	100.00%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	144	144	100.00%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	44	44	100.00%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	46	47	97.87%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	2	2	100.00%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	184	184	100.00%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	206.723	206.723	100.00%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	1199	1199	100.00%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	408	408	100.00%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	1159	1159	100.00%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	3,880,553	3,880,553	100.00%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	997.08	3,024	33.00%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	97	97	100.00%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	28,520	28,520	100.00%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	24,800	24,800	100.00%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	41,790	41,790	100.00%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	40,740	40,740	100.00%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	21,960	21,960	100.00%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	0	0	100.00%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	1	3	33.33%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	10	14	71.43%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	1	1	100.00%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	2,50	2,50	100.00%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	38,07	3	13.02							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	63,53	14	4.42							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	507,48	27	11.11							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	0	0	0.00%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	1	2	50.00%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	10	14	71.43%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	1	1	100.00%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	2,50	3	83.33%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	38,07	17,46	45.88%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	63,53	3	4.74%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	507,48	288	56.77%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	0	1	0.00%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	1	3	33.33%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	14	14	100.00%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	5	14	35.71%							
May 2015	Pre-Ordering	PO-2:AAA GUI	Pre-Order Response Time (TV Reservation)	Diagnostic	N/A	4	27	14.81%							

Month	Pre-Ordering	PO Category	PO ID	PO Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Denominator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Denominator	Modified Z Score	Parity Score
March 2015	Pre-Ordering	PO-410	FOCs on Trunk for Poly Electronic LSTs	Resale Aggregate	Benchmark	102.00%	3	40	100.00%								
March 2015	Pre-Ordering	PO-410	FOCs on Trunk for Poly Electronic LSTs	Unbundled Loop AGS-EELS	Benchmark	98.00%	18	18	100.00%								
March 2015	Pre-Ordering	PO-410	FOCs on Trunk for Poly Electronic LSTs	Resale Aggregate	Benchmark	98.00%	3	3	100.00%								
March 2015	Pre-Ordering	PO-410	FOCs on Trunk for Poly Electronic LSTs	Unbundled Loop AGS-EELS	Benchmark	98.00%	60	60	100.00%								
March 2015	Pre-Ordering	PO-410	FOCs on Trunk for Poly Electronic LSTs	LVP	Benchmark	90.00%	39	39	100.00%								
March 2015	Pre-Ordering	PO-410	FOCs on Trunk for Poly Electronic LSTs	LVP	Benchmark	90.00%	4	4	100.00%								
March 2015	Pre-Ordering	PO-410	FOCs on Trunk for Poly Electronic LSTs	LST Trunk	Benchmark	82.00%	3	3	100.00%								