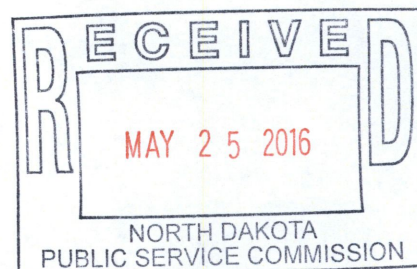


CenturyLink
220 N 5th Street
Bismarck, North Dakota 58501
701 222 7051
701 222 6976 fax

Kent Blickensderfer
State Legislative Affairs Director



May 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 April 2015 through April 2016; and
2. Payment Report for the month of March 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 May, 2016, the foregoing Performance Results Report for the months of April 2015 through April 2016 and the Payment Report for the month of March 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


Dianne Barthel

NORTH DAKOTA PAP SUMMARY - MARCH 2016

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 April 2015 - April 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.

May 11, 2016

CenturyLink QC Performance Results – Current 271 PID

Apr 2016 PAF Aggregate Performance Report ND.xls

Month	Req Category	PO Category	PO Sub-Category	Req Title	Product Category	Standard Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
February 2016	Pre-Ordering	PO-SE(4)	PO-SC(4)	POC on Time for Electronic LSRs	LWP	100.00%	22	22	100.00%							
February 2016	Pre-Ordering	PO-SE(4)	PO-SC(4)	POC on Time for manual LSRs via Fax/Email	LWP	100.00%	182	182	100.00%							
January 2016	Billing	BI-2	BI-3A	Invoices Delivered within 10 Days	Parity by Design	N/A	180,527	180,527	100.00%							
January 2016	Billing	BI-3A	BI-3B	Billing Accuracy - Adjustments for Errors	Diagnostic	N/A	809	809	100.00%							
January 2016	Billing	BI-3A	BI-3B	Billing Accuracy - Adjustments for Errors	Parity	N/A	309	309	100.00%							
January 2016	Billing	BI-4B	BI-4A	Reciprocal Compression	Diagnostic	N/A	809	809	100.00%		4,314	4,330	99.63%	6.07%	-1.004263	-1.628787
January 2016	Billing	BI-4B	BI-4A	Reciprocal Compression (MOU)	Diagnostic	N/A	2,857,095	2,857,095	100.00%							
January 2016	Billing	BI-4B	BI-4A	All	Diagnostic	N/A	4,195	4,195	100.00%							
January 2016	Database Updates	DB-UC(1)		Gateway Availability - LSR	Parity	N/A	29,880	29,880	100.00%							
January 2016	Electronic Gateway Availability	GA-1	GA-1	Gateway Availability - LSR	Diagnostic	N/A	29,880	29,880	100.00%							
January 2016	Electronic Gateway Availability	GA-1	GA-1	Gateway Availability - LSR	Diagnostic	N/A	29,880	29,880	100.00%							
January 2016	Electronic Gateway Availability	GA-3	GA-3	Gateway Availability - Repair	Diagnostic	N/A	42,840	42,840	100.00%							
January 2016	Electronic Gateway Availability	GA-3	GA-3	Gateway Availability - Repair	Diagnostic	N/A	41,565	41,565	100.00%							
January 2016	Electronic Gateway Availability	GA-4	GA-4	System Availability - ASR	Diagnostic	N/A	21,600	21,600	100.00%							
January 2016	Electronic Gateway Availability	GA-7	GA-7	Time Outage Resolution after Software Releases	Diagnostic	N/A	0	0	33.33%							
January 2016	Electronic Gateway Availability	GA-7	GA-7	Time Outage Resolution after Software Releases	Diagnostic	N/A	1	1	60.00%							
January 2016	Electronic Gateway Availability	GA-7	GA-7	Time Outage Resolution after Software Releases	Diagnostic	N/A	5	5	60.00%							
January 2016	Maintenance and Repair	MR-5B	MR-5B	All Trunk Cleared w/ 1 Hour Lead	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-5B	MR-5B	All Trunk Cleared w/ 1 Hour Lead	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-5X	MR-5X	Out of Service cleared w/ 24 hours	Parity	N/A	13,47	13,47	4.36%		36	66	54.55%	49.79%	0.028668	-0.843054
January 2016	Maintenance and Repair	MR-6E	MR-6E	Mean Time to Restore Interval Zone 2	Parity	N/A	5	5	4.18%							
January 2016	Maintenance and Repair	MR-6E	MR-6E	Mean Time to Restore Interval Zone 2	Parity	N/A	21.32	21.32	2.42%							
January 2016	Maintenance and Repair	MR-6E	MR-6E	Mean Time to Restore Interval Zone 2	Parity	N/A	8	8	3.34%							
January 2016	Maintenance and Repair	MR-6E	MR-6E	Mean Time to Restore Interval Zone 2	Parity	N/A	130.44	130.44	7.16%		202	202	60.00%	122.28	-1.752714	-2.685075
January 2016	Maintenance and Repair	MR-6E	MR-6E	Mean Time to Restore Interval Zone 2	Parity	N/A	3	3	0.00%							
January 2016	Maintenance and Repair	MR-7E	MR-7E	Repair Report Rate - Zone 2	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-7E	MR-7E	Repair Report Rate - Zone 2	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-7E	MR-7E	Repair Report Rate - Zone 2	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-7E	MR-7E	Repair Report Rate - Zone 2	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%							
January 2016	Maintenance and Repair	MR-8	MR-8	Trouble Rate	Parity	N/A	0	0	0.00%</							

Apr 2015 PPE Aggregate Performance Report NO.26

Month	Req Category	Req ID	Req Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Ratio	CLEC Standard Deviation	OT-D Numerator	OT-D Denominator	OT-D Ratio	OT-D Standard Deviation	Modified Z Score	Party Score
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	RESPONSE	Diagnostic	N/A	7968.08	3,279	2.31							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	TOTAL	Diagnostic	N/A	11095.74	3,813	2.91							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	REQUEST	Diagnostic	N/A	6474.40	7,704	1.10							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	REQUEST	Diagnostic	N/A	6468.00	6,640	1.15							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	TOTAL	Diagnostic	N/A	14660.40	7,704	1.94							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	REQUEST	Diagnostic	N/A	2207.10	1,051	2.10							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	REQUEST	Diagnostic	N/A	2897.34	1,051	2.72							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	TOTAL	Diagnostic	N/A	3441.48	6,748	0.51							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	RESPONSE	Diagnostic	N/A	7741.88	13,122	0.59							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	TOTAL	Diagnostic	N/A	11183.46	6,748	1.66							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	ACCEPT	Diagnostic	N/A	284.18	1,093	0.26							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	ACCEPT	Diagnostic	N/A	782.80	1,982	0.40							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	TOTAL	Diagnostic	N/A	787.20	990	1.28							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	REQUEST	Diagnostic	N/A	2570.33	1,325	0.73							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	REQUEST	Diagnostic	N/A	5281.88	2,768	1.87							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	TOTAL	Diagnostic	N/A	55190.01	3,521	15.67							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	RESPONSE	Diagnostic	N/A	8008.44	4,488	1.78							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	TOTAL	Diagnostic	N/A	7944.16	4,582	1.73							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	XML Request/Response	Diagnostic	N/A	68891.35	6,329	9.85							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	XML Request/Response	Diagnostic	N/A	26282.64	6,329	4.16							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	XML Request/Response	Diagnostic	N/A	45822.79	3,579	12.01							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	XML Request/Response	Diagnostic	N/A	15820.16	4,812	3.18							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	XML Request/Response	Diagnostic	N/A	37320.00	3,125	1.20							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	XML Request/Response	Diagnostic	N/A	58183.04	1,684	3.46							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	LMP	Diagnostic	N/A	153	183	0.83							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	Request Aggregate W/O UNF-2-PORTS	Diagnostic	N/A	9	14	0.64							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	Request Aggregate W/O UNF-2-PORTS	Diagnostic	N/A	32	118	0.27							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	Request Aggregate W/O UNF-2-PORTS	Diagnostic	N/A	133	133	1.00							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	Request Aggregate W/O UNF-2-PORTS	Diagnostic	N/A	82	100	0.82							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	Request Aggregate W/O UNF-2-PORTS	Diagnostic	N/A	1821	8	226.25							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	Request Aggregate W/O UNF-2-PORTS	Diagnostic	N/A	8	8	1.00							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	Request Aggregate W/O UNF-2-PORTS	Diagnostic	N/A	73	73	1.00							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	Request Aggregate W/O UNF-2-PORTS	Diagnostic	N/A	144	144	1.00							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	Request Aggregate W/O UNF-2-PORTS	Diagnostic	N/A	3	3	1.00							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	Request Aggregate W/O UNF-2-PORTS	Diagnostic	N/A	42	43	0.97							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	Request Aggregate W/O UNF-2-PORTS	Diagnostic	N/A	26	26	1.00							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	Request Aggregate W/O UNF-2-PORTS	Diagnostic	N/A	25	25	1.00							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	Request Aggregate W/O UNF-2-PORTS	Diagnostic	N/A	1	1	1.00							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	Request Aggregate W/O UNF-2-PORTS	Diagnostic	N/A	188	170	1.10							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	Request Aggregate W/O UNF-2-PORTS	Diagnostic	N/A	186,188	186,188	1.00							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	Request Aggregate W/O UNF-2-PORTS	Diagnostic	N/A	841	841	1.00							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	Request Aggregate W/O UNF-2-PORTS	Diagnostic	N/A	358	358	1.00							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	Request Aggregate W/O UNF-2-PORTS	Diagnostic	N/A	841	841	1.00							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	Request Aggregate W/O UNF-2-PORTS	Diagnostic	N/A	3282,795	3,117,883	1.05							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	Request Aggregate W/O UNF-2-PORTS	Diagnostic	N/A	287,521	3,117,883	0.09							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	Request Aggregate W/O UNF-2-PORTS	Diagnostic	N/A	30,600	3,117,883	0.01							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	Request Aggregate W/O UNF-2-PORTS	Diagnostic	N/A	30,600	3,117,883	0.01							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	Request Aggregate W/O UNF-2-PORTS	Diagnostic	N/A	43,200	43,200	1.00							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	Request Aggregate W/O UNF-2-PORTS	Diagnostic	N/A	42,180	42,180	1.00							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	Request Aggregate W/O UNF-2-PORTS	Diagnostic	N/A	22,860	22,860	1.00							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	Request Aggregate W/O UNF-2-PORTS	Diagnostic	N/A	0	0	0.00							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	Request Aggregate W/O UNF-2-PORTS	Diagnostic	N/A	0	0	0.00							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	Request Aggregate W/O UNF-2-PORTS	Diagnostic	N/A	1	1	1.00							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	Request Aggregate W/O UNF-2-PORTS	Diagnostic	N/A	1	1	1.00							
January 2015	Pre-Ordering	PO-1:AM GUI	Pre-Order Response Time (Fidelity Check)	Request Aggregate W/O UNF-2-PORTS	Diagnostic	N/A	3	3	1.00							

Apr 2016 PAP Aggregate Performance Report ND.js

Month	Product Category	Product Category	Standards	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	Modified Z Score	Parity Score
December 2015	Maintenance and Repair	Enhanced Extended Loop - DSL Capable	Parity	N/A	1249	1	1249	0.00	2111	2	1035	9.15	-0.63463	-1.451614
December 2015	Maintenance and Repair	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	845	1	845	0.00	0	0	0.00	0.00	0.00	0.00
December 2015	Maintenance and Repair	Unbundled Loop - 2 Wires Non-Loaded	Parity	N/A	817	1	817	0.00	0	0	0.00	0.00	0.00	0.00
December 2015	Maintenance and Repair	Unbundled Loop - DSL Capable	Parity	N/A	2848	5	573.6	4.53	2111	2	1035	9.15	-0.62592	-1.380029
December 2015	Maintenance and Repair	Enhanced Extended Loop - DSL Capable	Parity	N/A	2802	34	82.4	9.37	1556234	270	5739	86.55	-3.12137	-2.897565
December 2015	Maintenance and Repair	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	Unbundled Loop - 2 Wires Non-Loaded	Parity	N/A	0	2	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	Unbundled Loop - DSL Capable	Parity	N/A	3	34	8.82%	28.35%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	Enhanced Extended Loop - DSL Capable	Parity	N/A	0	1142	0.00%	11.53%	0	0	0.00%	0.00%	-0.371254	-1.229707
December 2015	Maintenance and Repair	Residence	Parity	N/A	0	65	0.00%	0.00%	223	19389	1.15%	9.67%	-0.23666	-1.160247
December 2015	Maintenance and Repair	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	11	0.00%	3.43%	0	0	0.00%	0.00%	-0.856616	-1.528089
December 2015	Maintenance and Repair	Unbundled Loop - 2 Wires Non-Loaded	Parity	N/A	1	81	0.12%	7.64%	0	0	0.00%	0.00%	-0.313463	-1.902101
December 2015	Maintenance and Repair	Unbundled Loop - DSL Capable	Parity	N/A	2	323	0.62%	7.57%	0	0	0.00%	0.00%	-0.523294	-1.318566
December 2015	Maintenance and Repair	Enhanced Extended Loop - DSL Capable	Parity	N/A	5	878	0.57%	7.66%	2	221	0.90%	9.47%	-0.470754	-1.266198
December 2015	Maintenance and Repair	Unbundled Loop Analog	Parity	N/A	34	5782	0.59%	6.01%	233	31185	0.74%	8.05%	-2.528288	-2.89431
December 2015	Maintenance and Repair	Unbundled Loop Analog	Parity	N/A	0	182	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	Unbundled Loop Analog	Parity	N/A	0	1392	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	Unbundled Loop Analog	Parity	N/A	0	866	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	Unbundled Loop Analog	Parity	N/A	77	1	77.00%	0.00%	7697	40	190.18	234.83	-0.475523	-1.28928
December 2015	Maintenance and Repair	Unbundled Loop Analog	Parity	N/A	1	1	100.00%	0.00%	8	40	20.00%	40.00%	3.719016	1.261001
December 2015	Maintenance and Repair	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	5	5	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	Unbundled Loop Analog	Benchmark	90.00%	1	1	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	Unbundled Loop Analog	Benchmark	90.00%	8	8	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	Unbundled Loop Analog	Benchmark	90.00%	9	9	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	Unbundled Loop Analog	Benchmark	90.00%	24	24	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	Unbundled Loop - 2 Wires Non-Loaded	Parity	N/A	39	8	4.88	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	Unbundled Loop - DSL COMPATIBLE	Parity	N/A	5	5	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	Unbundled Loop - 2 Wires Non-Loaded	Parity	N/A	9	9	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	Unbundled Loop - DSL Capable	Parity	N/A	1	1	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	Unbundled Loop Analog	Parity	N/A	1	1	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	LAP	Benchmark	95.00%	198	198	100.00%	0.00%	134	140	95.71%	20.25%	0.46716	-0.759504
December 2015	Maintenance and Repair	REQUEST	Diagnostic	N/A	6485.02	19.103	339.5	5.22%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	RESPONSE	Diagnostic	N/A	1571.20	12.976	120.9	7.42%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	TOTAL	Diagnostic	N/A	22066.22	19.103	1151.4	5.22%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	REQUEST	Diagnostic	N/A	3034.80	4.215	72.2	2.38%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	RESPONSE	Diagnostic	N/A	3462.92	4.215	81.7	2.38%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	TOTAL	Diagnostic	N/A	701.51	1.210	113.9	9.41%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	REQUEST	Diagnostic	N/A	1397.30	1.711	121.0	8.63%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	RESPONSE	Diagnostic	N/A	3228.51	3.711	121.0	3.52%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	TOTAL	Diagnostic	N/A	7568.36	3.709	2104	27.77%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	REQUEST	Diagnostic	N/A	10735.89	3.881	2177	20.25%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	RESPONSE	Diagnostic	N/A	8081.85	7.697	1105	13.68%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	TOTAL	Diagnostic	N/A	6893.64	5.892	117	1.70%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	REQUEST	Diagnostic	N/A	14975.49	7.697	1.56	0.01%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	RESPONSE	Diagnostic	N/A	2301.50	1.096	2.10	0.09%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	TOTAL	Diagnostic	N/A	853.18	1.124	0.59	0.07%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	REQUEST	Diagnostic	N/A	5675.10	6.626	0.55	0.01%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	RESPONSE	Diagnostic	N/A	7485.18	12.871	0.58	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	TOTAL	Diagnostic	N/A	11140.28	6.862	0.21	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	REQUEST	Diagnostic	N/A	222.18	1.058	0.21	0.09%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	RESPONSE	Diagnostic	N/A	735.48	1.884	0.42	0.06%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	TOTAL	Diagnostic	N/A	1214.12	966	1.27	0.10%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	REQUEST	Diagnostic	N/A	2231.78	1.884	0.42	0.02%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	RESPONSE	Diagnostic	N/A	1214.12	966	1.27	0.10%	0	0	0.00%	0.00%	0.00%	0.00%
December 2015	Maintenance and Repair	TOTAL	Diagnostic	N/A	2231.78	1.884	0.42	0.02%	0	0	0.00%	0.00%	0.00%	0.00%

Apr 2016 PAP Aggregate Performance Report ND.35

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CEC Standard Deviator	CTLO Numerator	CTLO Denominator	CTLO Result	CTLO Standard Deviator	Modified Z Score	Party Score
November 2015	Maintenace and Repair	MR-8	Trunk Block to CTLO Tandem Ols w/ TGRS and	US Trunk	Parity	N/A	0	11,492	0.00%	0.00%	0	13,176	0.00%	0.00%	-0.86492	-1.839133
November 2015	Maintenace and Repair	MR-8	Trunk Block to CTLO Tandem Ols w/ TGRS and	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	16	0.00%	0.00%	0	19,888	1.82%	13.61%	-0.46408	-1.73130
November 2015	Maintenace and Repair	MR-8	Trunk Block to CTLO Tandem Ols w/ TGRS and	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%	0.00%	0	4	0.00%	0.00%	-0.31883	-1.92828
November 2015	Maintenace and Repair	MR-8	Trunk Block to CTLO Tandem Ols w/ TGRS and	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	7	908	0.77%	8.75%	0	63	0.00%	0.00%	-0.53503	-3.18804
November 2015	Maintenace and Repair	MR-8	Trunk Block to CTLO Tandem Ols w/ TGRS and	Unbundled Loop - DS1 Capable	Parity	N/A	2	354	0.57%	7.63%	0	32	0.00%	0.00%	-1.58617	-1.964291
November 2015	Maintenace and Repair	MR-8	Trunk Block to CTLO Tandem Ols w/ TGRS and	Unbundled Loop - DS1 Capable	Parity	N/A	2	895	0.22%	4.72%	4	270	1.87%	13.36%	-3.87018	-3.280184
November 2015	Maintenace and Repair	MR-8	Trunk Block to CTLO Tandem Ols w/ TGRS and	Unbundled Loop Analog	Parity	N/A	37	5,885	0.63%	7.90%	384	3,1618	1.21%	10.85%	-0.66047	-1.401463
November 2015	Network Performance	N-1A	Trunk Block to CTLO Tandem Ols w/ TGRS and	US Trunk	Parity	N/A	0	1,382	0.00%	0.00%	0	36	69.23%	46.15%		-3
November 2015	Network Performance	N-1A	Trunk Block to CTLO Tandem Ols w/ TGRS and	US Trunk	Parity	N/A	0	889	0.00%	0.00%	0	0	0.00%	0.00%		
November 2015	Network Performance	N-1C	Trunk Block to CTLO Tandem Ols w/ TGRS and	US Trunk	Parity	N/A	0	886	0.00%	0.00%	0	0	0.00%	0.00%		
November 2015	Network Performance	N-1D	Trunk Block to CTLO Tandem Ols w/ TGRS and	US Trunk	Parity	N/A	148	3	49.33	44.38	16,216	43	377.12	588.41	-0.937655	-1.570054
November 2015	Ordering and Provisioning	OP-15A	Pending Orders Delivered Past Due Date	Unbundled Loop Analog	Parity	N/A	3	100.00%	100.00%	0.00%	13	43	30.23%	45.95%	3.718016	1.261001
November 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	100.00%	100.00%	0.00%	2	2	100.00%	0.00%		
November 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	8	8	100.00%	0.00%	0	0	0.00%	0.00%		
November 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	5	100.00%	100.00%	0.00%	5	5	100.00%	0.00%		
November 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	90.00%	17	17	100.00%	0.00%	17	17	100.00%	0.00%		
November 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	6	6	100.00%	0.00%	6	6	100.00%	0.00%		
November 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	11	3	3.07	3.00	3	3	100.00%	0.00%		
November 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	75	15	5.00	5.00	1	1	100.00%	0.00%		
November 2015	Ordering and Provisioning	OP-5A	New Services Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	8	8	100.00%	0.00%	2	2	100.00%	0.00%		
November 2015	Ordering and Provisioning	OP-5A	New Services Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	2	2	100.00%	0.00%		
November 2015	Ordering and Provisioning	OP-5A	New Services Installation Quality	Unbundled Loop Analog	Parity	N/A	17	17	100.00%	0.00%	17	17	100.00%	0.00%		
November 2015	Ordering and Provisioning	OP-5C	New Services Installation Quality	Unbundled Loop Analog	Benchmark	95.00%	349	349	100.00%	0.00%	158	158	85.18%	21.45%	-0.805828	-1.527208
November 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Time (Address Validation)	REQUEST	Diagnostic	N/A	6386.64	19,902	0.32	N/A	0	0	0.00%			
November 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Time (Address Validation)	RESPONSE	Diagnostic	N/A	15823.38	13,302	1.19	N/A	0	0	0.00%			
November 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Time (Address Validation)	TOTAL	Diagnostic	N/A	22188.02	19,902	1.12	N/A	0	0	0.00%			
November 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Time (Address Validation)	REQUEST	Diagnostic	N/A	2934.40	4,192	0.70	N/A	0	0	0.00%			
November 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Time (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3409.96	4,192	0.81	N/A	0	0	0.00%			
November 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Time (Appt. Scheduler)	REQUEST	Diagnostic	N/A	713.60	1,794	0.60	N/A	0	0	0.00%			
November 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Time (Appt. Scheduler)	RESPONSE	Diagnostic	N/A	1,794	1,794	100.00%	0.00%	0	0	0.00%			
November 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Time (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1,987.62	1,794	1.11	N/A	0	0	0.00%			
November 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Time (Facility Check)	REQUEST	Diagnostic	N/A	3014.01	3,721	0.81	N/A	0	0	0.00%			
November 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Time (Facility Check)	RESPONSE	Diagnostic	N/A	7953.20	3,721	2.95	N/A	0	0	0.00%			
November 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Time (Facility Check)	TOTAL	Diagnostic	N/A	10977.21	7,442	1.46	N/A	0	0	0.00%			
November 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Time (Get CSR)	REQUEST	Diagnostic	N/A	8560.02	7,578	1.09	N/A	0	0	0.00%			
November 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Time (Get CSR)	RESPONSE	Diagnostic	N/A	6180.16	5,519	1.12	N/A	0	0	0.00%			
November 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Time (Get CSR)	TOTAL	Diagnostic	N/A	14440.18	13,097	1.10	N/A	0	0	0.00%			
November 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Time (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2507.92	1,081	2.32	N/A	0	0	0.00%			
November 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Time (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	1,081	1,081	100.00%	0.00%	0	0	0.00%			
November 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Time (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3128.86	1,081	2.88	N/A	0	0	0.00%			
November 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Time (Service Availability)	REQUEST	Diagnostic	N/A	3952.12	6,814	0.58	N/A	0	0	0.00%			
November 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Diagnostic	N/A	8112.00	13,520	0.60	N/A	0	0	0.00%			
November 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Time (Service Availability)	TOTAL	Diagnostic	N/A	12064.12	6,814	1.77	N/A	0	0	0.00%			
November 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Time (TN Reservation)	ACCEPT	Diagnostic	N/A	304.20	1,021	0.20	N/A	0	0	0.00%			
November 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Time (TN Reservation)	REQUEST	Diagnostic	N/A	1186.36	882	1.33	N/A	0	0	0.00%			
November 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Time (TN Reservation)	RESPONSE	Diagnostic	N/A	1,295	1,295	100.00%	0.00%	0	0	0.00%			
November 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Time (Loop Out Tools)	REQUEST	Diagnostic	N/A	2133.61	3,262	0.65	N/A	0	0	0.00%			
November 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Time (Loop Out Tools)	RESPONSE	Diagnostic	N/A	4892.32	2,672	18.56	N/A	0	0	0.00%			
November 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Time (Loop Out Tools)	TOTAL	Diagnostic	N/A	5205.20	3,428	15.18	N/A	0	0	0.00%			
November 2015	Ordering and Provisioning	PO-1XML	Pre-Order Response Time (Address Validation XML)	XML Request/Response	Diagnostic	N/A	831.86	4,523	1.82	N/A	0	0	0.00%			
November 2015	Ordering and Provisioning	PO-1XML	Pre-Order Response Time (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7653.30	4,569	1.70	N/A	0	0	0.00%			
November 2015	Ordering and Provisioning	PO-1XML	Pre-Order Response Time (Facility Check XML)	XML Request/Response	Diagnostic	N/A	69023.36	6,556	9.92	N/A	0	0	0.00%			
November 2015	Ordering and Provisioning	PO-1XML	Pre-Order Response Time (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26760.21	6,511	4.11	N/A	0	0	0.00%			

Apr 2016 PAP Aggregate Performance Report ND.xls

Month	Prod Category	Prod Title	Prod Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Standard Deviator	CLEC Numerator	CLEC Denominator	CTLO Numerator	CTLO Denominator	CTLO Standard Deviator	Modified Z Score	Party Score
October 2015	Ordering and Provisioning	PO-3E	Unbundled Loop - DS1 Capable	Part	NA	23	23	100.00%	15	15	2.81%	2.81%	0.00%		
October 2015	Ordering and Provisioning	PO-3E	Unbundled Loop Analog	Benchmark	90.00%	3	3	100.00%	21	21	100.00%	100.00%	0.00%		
October 2015	Ordering and Provisioning	PO-4E	Unbundled Loop - ADSL COMPATIBLE	Benchmark	6.00	74	18	4.11	1	1	100.00%	100.00%	0.00%		
October 2015	Ordering and Provisioning	PO-4E	Unbundled Loop - DS1 Capable	Benchmark	6.00	84	17	4.54	4	4	100.00%	100.00%	0.00%		
October 2015	Ordering and Provisioning	PO-5A	US Trunk	Parity	NA	8	8	100.00%	8	8	100.00%	100.00%	0.00%		
October 2015	Ordering and Provisioning	PO-5A	Unbundled Loop - DS1 Capable	Parity	NA	18	18	100.00%	19	19	100.00%	100.00%	0.00%		
October 2015	Ordering and Provisioning	PO-5A	Unbundled Loop Analog	Parity	NA	25	25	100.00%	22	22	100.00%	100.00%	0.00%		
October 2015	Ordering and Provisioning	PO-5C	LNP	Benchmark	95.00%	255	255	100.00%	252	252	100.00%	100.00%	0.00%		
October 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Responses Time (Address Validation)	Diagnostic	NA	18,416	18,416	0.34	18,416	18,416	211	211	95.7%	20.7%	-0.94215
October 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Responses Time (Address Validation)	Diagnostic	NA	15,977	12,808	1.21	12,808	12,808	1.21	1.21	100.00%		
October 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Responses Time (Address Validation)	Diagnostic	NA	21,758	18,416	1.18	18,416	18,416	1.18	1.18	100.00%		
October 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Responses Time (Appt. Scheduler)	Diagnostic	NA	3,962	3,962	0.89	3,962	3,962	0.89	0.89	100.00%		
October 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Responses Time (Appt. Scheduler)	Diagnostic	NA	3,173	3,173	0.69	3,173	3,173	0.69	0.69	100.00%		
October 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Responses Time (Priority Assignment)	Diagnostic	NA	632	632	0.39	1,622	1,622	0.39	0.39	100.00%		
October 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Responses Time (Priority Assignment)	Diagnostic	NA	383	383	0.44	1,180	1,180	0.44	0.44	100.00%		
October 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Responses Time (Facility Assignment)	Diagnostic	NA	302	302	0.44	3,862	3,862	0.44	0.44	100.00%		
October 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Responses Time (Facility Check)	Diagnostic	NA	3,821	3,821	2.01	3,821	3,821	2.01	2.01	100.00%		
October 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Responses Time (Facility Check)	Diagnostic	NA	7,719	7,719	2.31	7,719	7,719	2.31	2.31	100.00%		
October 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Responses Time (Get CSR)	Diagnostic	NA	10,520	10,520	2.73	3,860	3,860	2.73	2.73	100.00%		
October 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Responses Time (Get CSR)	Diagnostic	NA	8,186	8,186	1.03	7,948	7,948	1.03	1.03	100.00%		
October 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Responses Time (Get CSR)	Diagnostic	NA	6,486	6,486	1.15	5,640	5,640	1.15	1.15	100.00%		
October 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Responses Time (Get CSR)	Diagnostic	NA	14,672	14,672	1.95	7,948	7,948	1.95	1.95	100.00%		
October 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Responses Time (Meet Point Inquiry)	Diagnostic	NA	2,018	2,018	2.01	1,004	1,004	2.01	2.01	100.00%		
October 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Responses Time (Meet Point Inquiry)	Diagnostic	NA	1,004	1,004	2.01	1,004	1,004	2.01	2.01	100.00%		
October 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Responses Time (Meet Point Inquiry)	Diagnostic	NA	2,613	2,613	5.69	1,004	1,004	5.69	5.69	100.00%		
October 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Responses Time (Meet Point Inquiry)	Diagnostic	NA	3,330	3,330	6.51	6,530	6,530	6.51	6.51	100.00%		
October 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Responses Time (Service Availability)	Diagnostic	NA	7,104	7,104	12.04	12,042	12,042	12.04	12.04	100.00%		
October 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Responses Time (Service Availability)	Diagnostic	NA	10,438	10,438	1.60	6,530	6,530	1.60	1.60	100.00%		
October 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Responses Time (TN Reservation)	Diagnostic	NA	187	187	0.19	986	986	0.19	0.19	100.00%		
October 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Responses Time (TN Reservation)	Diagnostic	NA	753	753	0.38	1,953	1,953	0.38	0.38	100.00%		
October 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Responses Time (TN Reservation)	Diagnostic	NA	1,355	1,355	1.79	973	973	1.79	1.79	100.00%		
October 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Responses Time (TN Reservation)	Diagnostic	NA	1,983	1,983	1.11	1,983	1,983	1.11	1.11	100.00%		
October 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Responses Time (Loop Qual Tools)	Diagnostic	NA	2,183	2,183	2.55	3,185	3,185	2.55	2.55	100.00%		
October 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Responses Time (Loop Qual Tools)	Diagnostic	NA	4,917	4,917	18.25	2,685	2,685	18.25	18.25	100.00%		
October 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Responses Time (Address Validation XML)	Diagnostic	NA	5,120	5,120	15.58	3,205	3,205	15.58	15.58	100.00%		
October 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Responses Time (Address Validation XML)	Diagnostic	NA	8,533	8,533	1.97	4,362	4,362	1.97	1.97	100.00%		
October 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Responses Time (Appt. Scheduler XML)	Diagnostic	NA	7,344	7,344	1.68	4,372	4,372	1.68	1.68	100.00%		
October 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Responses Time (Appt. Scheduler XML)	Diagnostic	NA	6,610	6,610	2.25	6,725	6,725	2.25	2.25	100.00%		
October 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Responses Time (Facility Check XML)	Diagnostic	NA	2,179	2,179	9.89	3,101	3,101	9.89	9.89	100.00%		
October 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Responses Time (Facility Check XML)	Diagnostic	NA	4,634	4,634	4.37	3,101	3,101	4.37	4.37	100.00%		
October 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Responses Time (Meet Point Inquiry XML)	Diagnostic	NA	14,880	14,880	14.80	14,880	14,880	14.80	14.80	100.00%		
October 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Responses Time (Meet Point Inquiry XML)	Diagnostic	NA	4,202	4,202	2.38	2,389	2,389	2.38	2.38	100.00%		
October 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Responses Time (Service Avail XML)	Diagnostic	NA	14,638	14,638	0.58	2,897	2,897	0.58	0.58	100.00%		
October 2015	Ordering and Provisioning	PO-1MA GUI	Pre-Order Responses Time (TN Reservation XML)	Diagnostic	NA	2,937	2,937	3.72	1,487	1,487	3.72	3.72	100.00%		
October 2015	Ordering and Provisioning	PO-2A	All Electronic LSRs	Diagnostic	NA	5,531	5,531	64.55%	369	369	84.55%	84.55%	100.00%		
October 2015	Ordering and Provisioning	PO-2A	All Electronic LSRs	Diagnostic	NA	312	312	22.25%	9	9	22.25%	22.25%	100.00%		
October 2015	Ordering and Provisioning	PO-2A	Rese Aggregate W/O UNE-P-POTS	Diagnostic	NA	120	120	75.00%	120	120	75.00%	75.00%	100.00%		
October 2015	Ordering and Provisioning	PO-2A	Rese Aggregate W/O UNE-P-POTS	Diagnostic	NA	312	312	100.00%	312	312	100.00%	100.00%	100.00%		
October 2015	Ordering and Provisioning	PO-2B	Rese Aggregate W/O UNE-P-POTS	Diagnostic	NA	2	2	100.00%	2	2	100.00%	100.00%	100.00%		
October 2015	Ordering and Provisioning	PO-2B	Rese Aggregate W/O UNE-P-POTS	Diagnostic	NA	6	6	100.00%	6	6	100.00%	100.00%	100.00%		
October 2015	Ordering and Provisioning	PO-2B	Unbundled Loop Aggregate	Diagnostic	NA	31	31	15.1	17	17	15.1	15.1	100.00%		
October 2015	Ordering and Provisioning	PO-3X	Product Aggregate	Benchmark	95.00%	31	31	100.00%	2	2	100.00%	100.00%	0.00%		
October 2015	Ordering and Provisioning	PO-3X	Product Aggregate	Benchmark	95.00%	72	72	100.00%	72	72	100.00%	100.00%	0.00%		
October 2015	Ordering and Provisioning	PO-3X	Product Aggregate	Benchmark	95.00%	299	299	100.00%	299	299	100.00%	100.00%	0.00%		
October 2015	Ordering and Provisioning	PO-3X	Unbundled Loop AGE-EELS	Benchmark	90.00%	2	2	100.00%	2	2	100.00%	100.00%	0.00%		
October 2015	Ordering and Provisioning	PO-3X	Unbundled Loop AGE-EELS	Benchmark	90.00%	39	39	95.1%	41	41	95.1%	95.1%	100.00%		
October 2015	Ordering and Provisioning	PO-3X	Unbundled Loop AGE-EELS	Benchmark	90.00%	50	50	100.00%	50	50	100.00%	100.00%	0.00%		
October 2015	Ordering and Provisioning	PO-3X	LNP	Benchmark	90.00%	3	3	100.00%	3	3	100.00%	100.00%	0.00%		

Apr 2015 PAV Aggregate Performance Report ND.36

Month	PO Category	PO Item	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Head	CLEC Standard Deviator	CTLO Numerator	CTLO Denominator	CTLO Head	CTLO Standard Deviator	Modified Z Score	Party Score
July 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Facility Check)	Diagnostic	N/A	3,423	3,423	0.0	0.0						
July 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Facility Check)	Diagnostic	N/A	224.98	224.98	0.0	0.0						
July 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Facility Check)	Diagnostic	N/A	18402.84	3,298	5.8	5.8						
July 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Facility Check)	Diagnostic	N/A	2027.79	3,423	6.0	6.0						
July 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Facility Check)	Diagnostic	N/A	2515.50	6,450	0.39	0.39						
July 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Get CSR)	Diagnostic	N/A	5822.50	4,738	1.25	1.25						
July 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Get CSR)	Diagnostic	N/A	6458.00	6,450	1.31	1.31						
July 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Get CSR)	Diagnostic	N/A	1088.02	1,379	0.79	0.79						
July 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Get CSR)	Diagnostic	N/A	1088.02	1,379	0.79	0.79						
July 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Get CSR)	Diagnostic	N/A	2424.42	3,423	1.70	1.70						
July 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Get CSR)	Diagnostic	N/A	1116.42	5,246	0.27	0.27						
July 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Service Availability)	Diagnostic	N/A	457.64	10,131	0.44	0.44						
July 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Service Availability)	Diagnostic	N/A	5874.08	5,246	1.12	1.12						
July 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Service Availability)	Diagnostic	N/A	175.40	1,156	0.15	0.15						
July 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (TN Reservation)	Diagnostic	N/A	461.72	3,298	0.14	0.14						
July 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (TN Reservation)	Diagnostic	N/A	1996.80	1,280	1.56	1.56						
July 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (TN Reservation)	Diagnostic	N/A	251.92	3,298	0.80	0.80						
July 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Loop Qual Tools)	Diagnostic	N/A	2,097	2,097	10.22	10.22						
July 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Loop Qual Tools)	Diagnostic	N/A	39868.82	2,097	19.96	19.96						
July 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Loop Qual Tools)	Diagnostic	N/A	41292.26	4,054	10.22	10.22						
July 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Address Validation XML)	Diagnostic	N/A	11945.69	6,321	1.89	1.89						
July 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Address Validation XML)	Diagnostic	N/A	14988.04	3,792	3.72	3.72						
July 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (High Schedule XML)	Diagnostic	N/A	51099.68	4,904	10.42	10.42						
July 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Priority Check XML)	Diagnostic	N/A	30050.30	8,654	4.45	4.45						
July 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Priority Check XML)	Diagnostic	N/A	22918.28	1,249	18.35	18.35						
July 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Priority Check XML)	Diagnostic	N/A	18208.80	6,226	3.10	3.10						
July 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Rate Plan Inquiry XML)	Diagnostic	N/A	2387.67	2,683	0.89	0.89						
July 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (Service Avail XML)	Diagnostic	N/A	6051.70	1,658	3.65	3.65						
July 2015	Pre-Ordering	PO-1MA GUI	Pre-Order Response Times (TN Reservation XML)	Diagnostic	N/A	193	240	80.42%	80.42%						
July 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Diagnostic	N/A	103	20	30.00%	30.00%						
July 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Diagnostic	N/A	144	144	71.53%	71.53%						
July 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Diagnostic	N/A	193	193	98.97%	98.97%						
July 2015	Pre-Ordering	PO-2B	All Flow-through Electronic LSRs	Diagnostic	N/A	6	6	100.00%	100.00%						
July 2015	Pre-Ordering	PO-2B	All Flow-through Electronic LSRs	Diagnostic	N/A	103	103	100.00%	100.00%						
July 2015	Pre-Ordering	PO-2B	All Flow-through Electronic LSRs	Diagnostic	N/A	2123	1	21.23	21.23						
July 2015	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Diagnostic	N/A	3109	17	1.50	1.50						
July 2015	Pre-Ordering	PO-3A(a)	FOCs on Time for Fully Electronic LSRs	Benchmark	95.00%	5	5	100.00%	100.00%						
July 2015	Pre-Ordering	PO-3A(b)	FOCs on Time for Fully Electronic LSRs	Benchmark	95.00%	185	95	100.00%	100.00%						
July 2015	Pre-Ordering	PO-3A(c)	FOCs on Time for Fully Electronic LSRs	Benchmark	95.00%	186	186	100.00%	100.00%						
July 2015	Pre-Ordering	PO-3A(d)	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	1	1	100.00%	100.00%						
July 2015	Pre-Ordering	PO-3A(e)	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	45	46	17.63%	17.63%						
July 2015	Pre-Ordering	PO-3A(f)	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	1	1	100.00%	100.00%						
July 2015	Pre-Ordering	PO-3D	FOCs provided for ASRs requesting LSR Trunks	Benchmark	85.00%	1	1	100.00%	100.00%						
July 2015	Pre-Ordering	PO-88	Unbundled Loops	Benchmark	85.00%	1	1	100.00%	100.00%						
June 2015	Billing	BI-2	Invoices Delivered within 10 Days	Purity by Design	N/A	0	0	0.00%	0.00%	14	0.00%	0.00%	0.00%	0.00%	
June 2015	Billing	BI-2A	Billing Accuracy - Adjustments for Errors	Diagnostic	N/A	184	184	100.00%	100.00%						
June 2015	Billing	BI-2B	Billing Accuracy - Adjustments for Errors	Diagnostic	N/A	186.404	186.404	100.00%	100.00%						
June 2015	Billing	BI-4A	UNES and Resale Aggregate	Purity	N/A	1,049	1,049	100.00%	100.00%						
June 2015	Billing	BI-4B	UNES and Resale Aggregate	Purity	N/A	374	374	100.00%	100.00%						
June 2015	Billing	BI-4B	UNES and Resale Aggregate	Purity	N/A	1,669	1,669	100.00%	100.00%						
June 2015	Billing	BI-4B	UNES and Resale Aggregate	Purity	N/A	4,626.79	1,049	1.55	1.55						
June 2015	Billing	BI-4B	UNES and Resale Aggregate	Purity	N/A	84.04	3,844.76	0.15	0.15						
June 2015	Database Updates	DB-1C-1	All	Diagnostic	N/A	29,520	29,520	100.00%	100.00%						
June 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	Diagnostic	N/A	29,520	29,520	100.00%	100.00%						
June 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	Diagnostic	N/A	29,520	29,520	100.00%	100.00%						
June 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	Diagnostic	N/A	29,520	29,520	100.00%	100.00%						
June 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	Diagnostic	N/A	41,760	41,760	100.00%	100.00%						
June 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	Diagnostic	N/A	40,740	40,740	100.00%	100.00%						
June 2015	Electronic Gateway Availability	GA-4	System Availability - ASR	Diagnostic	N/A	21,960	21,960	100.00%	100.00%						
June 2015	Electronic Gateway Availability	GA-4	System Availability - ASR	Diagnostic	N/A	0	0	0.00%	0.00%						
June 2015	Maintenance and Repair	MR-5B	All Trouble Closed within 4 Hours/Zone 2	Diagnostic	N/A	2	2	40.00%	40.00%						

Apr 2016 PAF Aggregate Performance Report NDJAS

Month	PIQ Category	PIQ Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Final	CLEC Standard	CLEC Standard Deviation	OTI-Q Numerator	OTI-Q Denominator	OTI-Q Final	OTI-Q Standard	OTI-Q Standard Deviation	Weighted Z Score	Paired Score
June 2015	Maintenance and Repair	All Routes Covered w/ 4 Hours Zone 2	Unbundled Loop - 2 Wire Non-loaded	Diagnostic	NA	0	2	0.00%	50.00%	0.00%	1	1	100.00%	0.00%	-0.07391	-1.04462	
June 2015	Maintenance and Repair	Out of Service Cleared w/ 24 Hours	Business	Parity	NA	0	2	0.00%	0.00%	0.00%	33	66	50.00%	48.9%	0.28478	-0.82906	
June 2015	Maintenance and Repair	Mean Time to Restore-Ship w/ USA	Residence	Parity	NA	122.36	1	122.36%	0.00%	0.00%	27727.05	343	78.05%	82.45	0.78574	-0.32283	
June 2015	Maintenance and Repair	Mean Time to Restore Internal Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	NA	26.35	5	5.75%	4.14%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%	
June 2015	Maintenance and Repair	Mean Time to Restore Internal Zone 2	UNBUNDLED LOOP - 2 Wire Non-loaded	Parity	NA	35.50	2	5.75%	30.53%	0.00%	146	1	14.6%	0.00%	-4.30251	-3.61503	
June 2015	Maintenance and Repair	Mean Time to Restore Internal Zone 2	UNBUNDLED LOOP - DSTI Capable	Parity	NA	122.22	16	9.16%	10.00%	0.00%	3607.64	49	74.4%	86.31	0.6231	-0.81503	
June 2015	Maintenance and Repair	Mean Time to Restore Internal Zone 2	Residence	Parity	NA	354.29	15	4.23%	0.00%	0.00%	64	353	18.13%	38.53%	-0.46923	-1.29253	
June 2015	Maintenance and Repair	Repair Report for Fiber-Drop w/ USA	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	NA	0	5	0.00%	0.00%	0.00%	0	0	0.00%	0.00%	-1.56472	-1.95128	
June 2015	Maintenance and Repair	Repair Report for Fiber-Drop w/ USA	UNBUNDLED LOOP - 2 Wire Non-loaded	Parity	NA	0	16	0.00%	0.00%	0.00%	0	1	0.00%	0.00%	-1.11769	-1.67507	
June 2015	Maintenance and Repair	Repair Report for Fiber-Drop w/ USA	UNBUNDLED LOOP - DSTI Capable	Parity	NA	0	35	0.00%	24.21%	0.00%	81	517	15.67%	36.35%	-1.67507	-1.32214	
June 2015	Maintenance and Repair	Repair Report for Fiber-Drop w/ USA	Enhanced Extended Loop - DSTI Capable	Parity	NA	0	19	0.00%	27.99%	0.00%	0	249	0.00%	6.2%	-0.54878	-1.33014	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	NA	0	11,944	0.00%	11.04%	0.00%	419	14,018	0.00%	13.1%	-0.47903	-1.29897	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - 2 Wire Non-loaded	Parity	NA	0	11	0.00%	0.00%	0.00%	21	262	0.41%	6.0%	-0.25833	-1.15879	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - DSTI Capable	Parity	NA	0	991	0.00%	7.19%	0.00%	0	65	0.00%	0.00%	-0.54878	-1.33014	
June 2015	Maintenance and Repair	Trickle Rate	Residence	Parity	NA	0	345	0.00%	7.93%	0.00%	0	66	0.00%	0.00%	-0.54878	-1.33014	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	NA	0	843	0.00%	12.81%	0.00%	1	517	0.19%	6.2%	1.27846	-0.22274	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - 2 Wire Non-loaded	Parity	NA	0	6,222	0.00%	7.49%	0.00%	1	33,714	0.00%	12.2%	-5.72679	-4.48161	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - DSTI Capable	Parity	NA	0	1,032	0.00%	0.00%	0.00%	284	353	74.79%	43.0%	-0.57901	-1.30294	
June 2015	Maintenance and Repair	Trickle Rate	Residence	Parity	NA	0	888	0.00%	0.00%	0.00%	0	3	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	NA	0	1,888	0.00%	0.00%	0.00%	0	3	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - 2 Wire Non-loaded	Parity	NA	0	1	0.00%	0.00%	0.00%	0	3	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - DSTI Capable	Parity	NA	0	8	0.00%	0.00%	0.00%	0	3	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	Residence	Parity	NA	0	188	0.00%	0.00%	0.00%	0	3	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	NA	0	1	0.00%	0.00%	0.00%	0	3	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - 2 Wire Non-loaded	Parity	NA	0	1	0.00%	0.00%	0.00%	0	3	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - DSTI Capable	Parity	NA	0	1	0.00%	0.00%	0.00%	0	3	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	Residence	Parity	NA	0	1	0.00%	0.00%	0.00%	0	3	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	NA	0	372	0.00%	22.33%	0.00%	231	247	93.53%	24.61%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - 2 Wire Non-loaded	Diagnostic	NA	768.36	6,403	0.12	0.00%	0.00%	0	0	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - DSTI Capable	Diagnostic	NA	964.326	11,790	0.82	0.00%	0.00%	0	0	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	Residence	Diagnostic	NA	104.136	6,403	0.16	0.00%	0.00%	0	0	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	NA	75	3	4.33%	0.00%	0.00%	0	0	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - 2 Wire Non-loaded	Parity	NA	75	2	3.00%	0.00%	0.00%	0	0	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - DSTI Capable	Benchmark	NA	5.00	3	60.00%	0.00%	0.00%	0	0	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	Residence	Parity	NA	8	8	100.00%	0.00%	0.00%	0	0	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	NA	8	8	100.00%	0.00%	0.00%	0	0	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - 2 Wire Non-loaded	Parity	NA	8	8	100.00%	0.00%	0.00%	0	0	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - DSTI Capable	Parity	NA	8	8	100.00%	0.00%	0.00%	0	0	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	Residence	Parity	NA	8	8	100.00%	0.00%	0.00%	0	0	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	NA	18	19	94.74%	22.33%	0.00%	231	247	93.53%	24.61%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - 2 Wire Non-loaded	Diagnostic	NA	372	6,403	0.12	0.00%	0.00%	0	0	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - DSTI Capable	Diagnostic	NA	964.326	11,790	0.82	0.00%	0.00%	0	0	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	Residence	Diagnostic	NA	104.136	6,403	0.16	0.00%	0.00%	0	0	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	NA	75	3	4.33%	0.00%	0.00%	0	0	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - 2 Wire Non-loaded	Parity	NA	75	2	3.00%	0.00%	0.00%	0	0	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - DSTI Capable	Benchmark	NA	5.00	3	60.00%	0.00%	0.00%	0	0	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	Residence	Parity	NA	8	8	100.00%	0.00%	0.00%	0	0	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	NA	8	8	100.00%	0.00%	0.00%	0	0	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - 2 Wire Non-loaded	Parity	NA	8	8	100.00%	0.00%	0.00%	0	0	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - DSTI Capable	Parity	NA	8	8	100.00%	0.00%	0.00%	0	0	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	Residence	Parity	NA	8	8	100.00%	0.00%	0.00%	0	0	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	NA	18	19	94.74%	22.33%	0.00%	231	247	93.53%	24.61%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - 2 Wire Non-loaded	Diagnostic	NA	372	6,403	0.12	0.00%	0.00%	0	0	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - DSTI Capable	Diagnostic	NA	964.326	11,790	0.82	0.00%	0.00%	0	0	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	Residence	Diagnostic	NA	104.136	6,403	0.16	0.00%	0.00%	0	0	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	NA	75	3	4.33%	0.00%	0.00%	0	0	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - 2 Wire Non-loaded	Parity	NA	75	2	3.00%	0.00%	0.00%	0	0	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - DSTI Capable	Benchmark	NA	5.00	3	60.00%	0.00%	0.00%	0	0	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	Residence	Parity	NA	8	8	100.00%	0.00%	0.00%	0	0	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	NA	8	8	100.00%	0.00%	0.00%	0	0	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - 2 Wire Non-loaded	Parity	NA	8	8	100.00%	0.00%	0.00%	0	0	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - DSTI Capable	Parity	NA	8	8	100.00%	0.00%	0.00%	0	0	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	Residence	Parity	NA	8	8	100.00%	0.00%	0.00%	0	0	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	NA	18	19	94.74%	22.33%	0.00%	231	247	93.53%	24.61%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - 2 Wire Non-loaded	Diagnostic	NA	372	6,403	0.12	0.00%	0.00%	0	0	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - DSTI Capable	Diagnostic	NA	964.326	11,790	0.82	0.00%	0.00%	0	0	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	Residence	Diagnostic	NA	104.136	6,403	0.16	0.00%	0.00%	0	0	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	NA	75	3	4.33%	0.00%	0.00%	0	0	0.00%	0.00%	-0.20722	-1.12612	
June 2015	Maintenance and Repair	Trickle Rate	UNBUNDLED LOOP - 2 Wire Non-loaded	Parity	NA	75	2	3.00%	0.00%	0.00%	0	0	0.00%	0.00%	-0.20722	-1.126	

Apr 2016 PAD Aggregate Performance Report ND-6s

Month	PO Category	PO Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CTL-Q Deviator	CTL-Q Standard	Deviator	Modified Z Score	Parity Score
June 2015	Pre-Ordering	PO-1MA GUI	RESPONSE	Diagnostic	N/A	2438.84	1.326	1.84					
June 2015	Pre-Ordering	PO-1MA GUI	TOTAL	Diagnostic	N/A	4.36	4.36	1.00					
June 2015	Pre-Ordering	PO-1MA GUI	REQUEST	Diagnostic	N/A	1450.30	4.28	0.31					
June 2015	Pre-Ordering	PO-1MA GUI	RESPONSE	Diagnostic	N/A	3709.72	2.023	18.64					
June 2015	Pre-Ordering	PO-1MA GUI	TOTAL	Diagnostic	N/A	10828.18	6.533	1.66					
June 2015	Pre-Ordering	PO-1MA GUI	Request/Response	Diagnostic	N/A	11480.70	3.479	3.30					
June 2015	Pre-Ordering	PO-1MA GUI	Request/Response	Diagnostic	N/A	5899.92	5.076	10.42					
June 2015	Pre-Ordering	PO-1MA GUI	Request/Response	Diagnostic	N/A	3013.28	6.811	4.48					
June 2015	Pre-Ordering	PO-1MA GUI	Request/Response	Diagnostic	N/A	2776.96	1.388	18.97					
June 2015	Pre-Ordering	PO-1MA GUI	Request/Response	Diagnostic	N/A	1860.00	5.890	3.75					
June 2015	Pre-Ordering	PO-1MA GUI	Request/Response	Diagnostic	N/A	1974.00	2.830	0.70					
June 2015	Pre-Ordering	PO-1MA GUI	Request/Response	Diagnostic	N/A	5564.12	1.722	3.46					
June 2015	Pre-Ordering	PO-2A	Reseal Aggregates W/O LINE-P-POTS	Diagnostic	N/A	184	242	76.03%					
June 2015	Pre-Ordering	PO-2A	Unbonded Loop Aggregate	Diagnostic	N/A	6	11	54.55%					
June 2015	Pre-Ordering	PO-2A	Unbonded Loop Aggregate	Diagnostic	N/A	82	114	71.93%					
June 2015	Pre-Ordering	PO-2B	Reseal Aggregates W/O LINE-P-POTS	Diagnostic	N/A	184	194	100.00%					
June 2015	Pre-Ordering	PO-2B	Unbonded Loop Aggregate	Diagnostic	N/A	61	82	100.00%					
June 2015	Pre-Ordering	PO-2B	Unbonded Loop Aggregate	Diagnostic	N/A	20	20	100.00%					
June 2015	Pre-Ordering	PO-3A	Product Aggregate	Diagnostic	N/A	13.31	6	100.00%					
June 2015	Pre-Ordering	PO-3A	Unbonded Loop Aggregate	Diagnostic	N/A	74	74	100.00%					
June 2015	Pre-Ordering	PO-3A	Unbonded Loop AGG-EELS	Benchmark	95.00%	179	179	100.00%					
June 2015	Pre-Ordering	PO-3A	Unbonded Loop AGG-EELS	Benchmark	95.00%	2	2	100.00%					
June 2015	Pre-Ordering	PO-3A	Unbonded Loop AGG-EELS	Benchmark	95.00%	40	40	100.00%					
June 2015	Pre-Ordering	PO-3A	Unbonded Loop AGG-EELS	Benchmark	95.00%	1	54	100.00%					
June 2015	Pre-Ordering	PO-3A	Unbonded Loop AGG-EELS	Benchmark	95.00%	5	5	100.00%					
June 2015	Pre-Ordering	PO-3D	Reseal Aggregates	Diagnostic	N/A	182	182	100.00%					
June 2015	Pre-Ordering	PO-3D	Unbonded Loop and Number Portability	Parity by Design	N/A	0	0	0.00%	1	19	5.26%	-1.644854	-2
May 2015	Billing	BI-2	Invoices Delivered within 10 Days	Diagnostic	N/A	182	182	100.00%					
May 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	Diagnostic	N/A	200.424	200.424	100.00%					
May 2015	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Diagnostic	N/A	1.136	1.136	100.00%					
May 2015	Billing	BI-4B	Unbonded Loop Aggregate	Diagnostic	N/A	1.107	1.107	100.00%					
May 2015	Billing	CP-2C	Reciprocal Compensation (MCU)	Diagnostic	N/A	1.136	1.136	100.00%					
May 2015	Database Updates	DB-18	Collaborations with Interval Longer than 120 Days	Diagnostic	N/A	4.895.642	1.136	100.00%					
May 2015	Database Updates	DB-18	Collaborations with Interval Longer than 120 Days	Diagnostic	N/A	4.895.642	1.136	100.00%					
May 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	Diagnostic	N/A	831.78	4.410	0.19					
May 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	Diagnostic	N/A	29.880	29.880	99.74%					
May 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	Diagnostic	N/A	29.880	29.880	100.00%					
May 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	Diagnostic	N/A	29.880	29.880	100.00%					
May 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	Diagnostic	N/A	42.892	42.840	99.65%					
May 2015	Electronic Gateway Availability	GA-4	Gateway Availability - ASR	Diagnostic	N/A	41.417	41.565	99.64%					
May 2015	Electronic Gateway Availability	GA-7	System Availability - ASR	Diagnostic	N/A	21.600	21.600	100.00%					
May 2015	Maintenance and Repair	MR-5B	Trunk Outage Resolution after Software Releases	Parity	N/A	2	3	66.67%	2	100.00%	0.00%	-0.333347	-1.154024
May 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Diagnostic	N/A	1	3	33.33%					
May 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Diagnostic	N/A	0	2	0.00%					
May 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Diagnostic	N/A	20	29	68.97%					
May 2015	Maintenance and Repair	MR-5C	Out of Service Cleared w/ 24 hours	Parity	N/A	49.07	1	49.07%	2	100.00%	0.00%	0.000066	-0.965084
May 2015	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	Parity	N/A	8.07	3	2.42%	38	48.72%	48.88%	0.003365	-0.631964
May 2015	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	Parity	N/A	21.38	5.31	2.52%	56	35.53	39.33	0.637622	-0.603254
May 2015	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	Parity	N/A	21.38	2	0.09%	643	3.22	0.43	-0.946598	-1.664734
May 2015	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	Parity	N/A	108.10	29	3.44%	643	3.22	0.43	0.263111	-0.839085
May 2015	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	Parity	N/A	541.30	43	12.36%	477	102.22	102.22	-2.798258	-2.70122
May 2015	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Parity	N/A	1	1	100.00%	8	13.79%	34.49%	-0.386596	-1.241113
May 2015	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Parity	N/A	0	3	0.00%	58	0.00%	0.00%	-0.386596	-1.241113
May 2015	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Parity	N/A	0	3	0.00%	0	0.00%	0.00%	-0.386596	-1.241113
May 2015	Maintenance and Repair	MR-7E	Repair Report Rate-Zone 2	Parity	N/A	0	2	0.00%	2	0.00%	0.00%	-0.386596	-1.241113

Apr 2015 PAV Aggregate Performance Report ND.xls

Month	RD Category	RD	RD Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-O Numerator	CTL-O Denominator	CTL-O Result	CTL-O Standard Deviator	Modified Z Score	Parity Score
April 2015	Pre-Ordering	PO-SB(i)	FOCs on Time for Electronic LSPs	LSP	Benchmark	85.00%	39	39	100.00%	0.00%	0	0	0.00%	0.00%		
April 2015	Pre-Ordering	PO-SC(i)	FOCs on Time for manual LSPs via Facsimile	LSP	Benchmark	85.00%	9	9	100.00%	0.00%	0	0	0.00%	0.00%		
April 2015	Pre-Ordering	PO-SD	FOCs provided for ASRs requesting LSP Trunks	LSP Trunk	Benchmark	85.00%	9	9	100.00%	0.00%	0	0	0.00%	0.00%		
April 2015	Pre-Ordering	PO-SB	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	1	1	0.00%	0.00%	0	0	0.00%	0.00%		