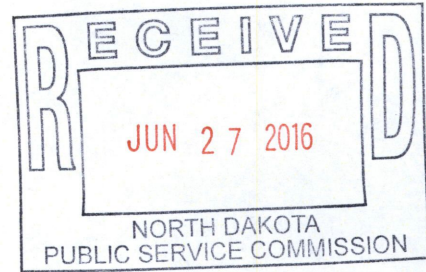


CenturyLink  
220 N 5th Street  
Bismarck, North Dakota 58501  
701 222 7051  
701 222 6976 fax

Kent Blickensderfer  
State Legislative Affairs Director



June 27, 2016



Mr. Darrell Nitschke  
Executive Secretary  
North Dakota Public Service Commission  
600 East Boulevard Avenue, 12<sup>th</sup> 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 May 2015 through May 2016; and
2. Payment Report for the month of April 2016.

Sincerely,

A handwritten signature in black ink that reads "Kent Blickensderfer".

Kent Blickensderfer  
State Legislative Affairs Director

KB/bardm

Enclosures

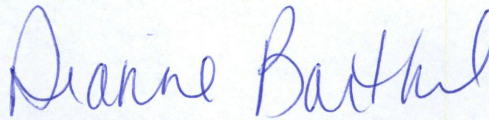
**CERTIFICATE OF SERVICE**

I hereby certify that on this 27th day of June, 2016, the foregoing Performance Results Report for the months of May 2015 through May 2016 and the Payment Report for the month of April 2016 were served upon the following party:

Mr. Darrell Nitschke  
Executive Secretary  
North Dakota Public Service Commission  
600 East Boulevard Avenue, 12<sup>th</sup> Floor  
Bismarck, ND 58505-0480

and copies sent electronically, addressed to the following:

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



Dianne Barthel

NORTH DAKOTA PAP SUMMARY - APRIL 2016

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

NO DATA



**CenturyLink®**

## **Qwest Corporation (Qwest or CTL-Q) Performance Results**

### **North Dakota May 2015 - May 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.*

June 9, 2016

CenturyLink QC Performance Results – Current 271 PID













Month	MD Category	PO	PO Title	Product Category	Standard	Benchmark	CLIC Numerator	CLIC Denominator	CLIC Result	CLIC Standard Deviation	CT-Q Numerator	CT-Q Denominator	CT-Q Result	CT-Q Standard Deviation	Modified Z Score	Pearl Score
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	3254.52	4.296	0.74							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	3077.64	4.296	0.64							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	813.36	1.682	0.43							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	1268.90	1.760	1.05							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	3200.75	3.175	0.87							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	8138.73	3.821	2.13							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	11379.46	3.725	3.05							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	8024.73	7.791	1.03							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	671.04	5.794	1.16							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	4745.77	7.791	1.89							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	2268.84	1.622	2.22							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	2880.09	1.022	2.54							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	3489.72	1.022	2.54							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	11347.12	12.829	0.60							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	201.20	1.006	0.20							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	737.18	1.798	0.41							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	1172.80	1.890	1.25							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	542.76	3.328	0.70							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	51291.24	2.884	19.11							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	8384.51	3.639	14.79							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	7469.20	4.610	1.62							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	6722.23	6.820	9.71							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	6262.87	6.272	4.18							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	3981.72	3.71	5.15							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	16666.04	4.886	3.14							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	3522.10	3.211	1.10							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	5587.26	1.597	3.46							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	134	161	81.21%							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	3	7	42.86%							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	49	77	63.64%							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	134	154	100.00%							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	49	48	100.00%							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	402.9	2	20.14							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	402.9	10	3.02							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	56.00%	2	100.00%							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	56.00%	46	100.00%							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	56.00%	124	100.00%							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	56.00%	2	100.00%							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	56.00%	31	100.00%							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	56.00%	22	100.00%							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	56.00%	22	100.00%							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	56.00%	1	100.00%							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	162	162	100.00%							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	180.227	180.227	100.00%							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	809	809	100.00%							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	609	609	100.00%							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	309	309	100.00%							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	309	309	100.00%							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	3167.09	2.897	4.18							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	8327.7	4.18	0.20							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	23.880	23.880	100.00%							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	23.880	23.880	100.00%							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	23.880	23.880	100.00%							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	42.840	42.840	100.00%							
February 2016	Pre-Ordering	PO-134A GUI	Pre-Order Response Times (App: Scheduler)	REQUEST TOTAL	Diagnostic	NA	41.585	41.585	100.00%							









May 2016 PAP Aggregate Performance Report NO.16

Month	PO Category	PO ID	PO Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Ratio	CLEC Standard Deviator	CT-Q Numerator	CT-Q Denominator	CT-Q Ratio	CT-Q Standard Deviator	Modified Z Score	Painy Score
November 2015	Outgoing and Provisioning	OR-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	90.0%	6	1	100.0%	0.0%	2	2	100.0%	0.0%		
November 2015	Outgoing and Provisioning	OR-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.0%	6	1	100.0%	0.0%	2	2	100.0%	0.0%		
November 2015	Outgoing and Provisioning	OR-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5	5	100.0%	0.0%	17	17	100.0%	0.0%		
November 2015	Outgoing and Provisioning	OR-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.0%	17	17	100.0%	0.0%	17	17	100.0%	0.0%		
November 2015	Outgoing and Provisioning	OR-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	21	7	3.00		6	2	3.00			
November 2015	Outgoing and Provisioning	OR-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	6	2	3.00		6	2	3.00			
November 2015	Outgoing and Provisioning	OR-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	5.50	11	3	3.87		11	3	3.87			
November 2015	Outgoing and Provisioning	OR-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1	100.0%	0.0%	2	2	100.0%	0.0%		
November 2015	Outgoing and Provisioning	OR-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	8	8	100.0%	0.0%	8	8	100.0%	0.0%		
November 2015	Outgoing and Provisioning	OR-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	2	100.0%	0.0%	2	2	100.0%	0.0%		
November 2015	Outgoing and Provisioning	OR-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5	5	100.0%	0.0%	5	5	100.0%	0.0%		
November 2015	Outgoing and Provisioning	OR-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	17	17	100.0%	0.0%	17	17	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-1AA-GUI	Pre-Order Response Times (Web Front Entry)	REQUEST	Benchmark	92.0%	348	348	100.0%	0.0%	348	348	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-1AA-GUI	Pre-Order Response Times (Web Front Entry)	REQUEST	Benchmark	92.0%	4282	4282	100.0%	0.0%	4282	4282	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-1AA-GUI	Pre-Order Response Times (Web Front Entry)	REQUEST	Benchmark	92.0%	14523	14523	100.0%	0.0%	14523	14523	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-1AA-GUI	Pre-Order Response Times (Web Front Entry)	REQUEST	Benchmark	92.0%	21918	21918	100.0%	0.0%	21918	21918	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-1AA-GUI	Pre-Order Response Times (Web Front Entry)	REQUEST	Benchmark	92.0%	3503	3503	100.0%	0.0%	3503	3503	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-1AA-GUI	Pre-Order Response Times (Web Front Entry)	REQUEST	Benchmark	92.0%	3403	3403	100.0%	0.0%	3403	3403	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-1AA-GUI	Pre-Order Response Times (Web Front Entry)	REQUEST	Benchmark	92.0%	1784	1784	100.0%	0.0%	1784	1784	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-1AA-GUI	Pre-Order Response Times (Web Front Entry)	REQUEST	Benchmark	92.0%	1284	1284	100.0%	0.0%	1284	1284	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-1AA-GUI	Pre-Order Response Times (Web Front Entry)	REQUEST	Benchmark	92.0%	1987	1987	100.0%	0.0%	1987	1987	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-1AA-GUI	Pre-Order Response Times (Web Front Entry)	REQUEST	Benchmark	92.0%	3783	3783	100.0%	0.0%	3783	3783	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-1AA-GUI	Pre-Order Response Times (Web Front Entry)	REQUEST	Benchmark	92.0%	10977	10977	100.0%	0.0%	10977	10977	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-1AA-GUI	Pre-Order Response Times (Web Front Entry)	REQUEST	Benchmark	92.0%	8283	8283	100.0%	0.0%	8283	8283	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-1AA-GUI	Pre-Order Response Times (Web Front Entry)	REQUEST	Benchmark	92.0%	6183	6183	100.0%	0.0%	6183	6183	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-1AA-GUI	Pre-Order Response Times (Web Front Entry)	REQUEST	Benchmark	92.0%	1443	1443	100.0%	0.0%	1443	1443	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-1AA-GUI	Pre-Order Response Times (Web Front Entry)	REQUEST	Benchmark	92.0%	2502	2502	100.0%	0.0%	2502	2502	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-1AA-GUI	Pre-Order Response Times (Web Front Entry)	REQUEST	Benchmark	92.0%	631	631	100.0%	0.0%	631	631	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-1AA-GUI	Pre-Order Response Times (Web Front Entry)	REQUEST	Benchmark	92.0%	1108	1108	100.0%	0.0%	1108	1108	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-1AA-GUI	Pre-Order Response Times (Web Front Entry)	REQUEST	Benchmark	92.0%	393	393	100.0%	0.0%	393	393	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-1AA-GUI	Pre-Order Response Times (Web Front Entry)	REQUEST	Benchmark	92.0%	4117	4117	100.0%	0.0%	4117	4117	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-1AA-GUI	Pre-Order Response Times (Web Front Entry)	REQUEST	Benchmark	92.0%	1550	1550	100.0%	0.0%	1550	1550	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-1AA-GUI	Pre-Order Response Times (Web Front Entry)	REQUEST	Benchmark	92.0%	814	814	100.0%	0.0%	814	814	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-1AA-GUI	Pre-Order Response Times (Web Front Entry)	REQUEST	Benchmark	92.0%	204	204	100.0%	0.0%	204	204	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-1AA-GUI	Pre-Order Response Times (Web Front Entry)	REQUEST	Benchmark	92.0%	791	791	100.0%	0.0%	791	791	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-1AA-GUI	Pre-Order Response Times (Web Front Entry)	REQUEST	Benchmark	92.0%	188	188	100.0%	0.0%	188	188	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-1AA-GUI	Pre-Order Response Times (Web Front Entry)	REQUEST	Benchmark	92.0%	314	314	100.0%	0.0%	314	314	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-1AA-GUI	Pre-Order Response Times (Web Front Entry)	REQUEST	Benchmark	92.0%	2433	2433	100.0%	0.0%	2433	2433	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-1AA-GUI	Pre-Order Response Times (Web Front Entry)	REQUEST	Benchmark	92.0%	4932	4932	100.0%	0.0%	4932	4932	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-1AA-GUI	Pre-Order Response Times (Web Front Entry)	REQUEST	Benchmark	92.0%	1584	1584	100.0%	0.0%	1584	1584	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-1AA-GUI	Pre-Order Response Times (Web Front Entry)	REQUEST	Benchmark	92.0%	4523	4523	100.0%	0.0%	4523	4523	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-1AA-GUI	Pre-Order Response Times (Web Front Entry)	REQUEST	Benchmark	92.0%	1762	1762	100.0%	0.0%	1762	1762	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-1AA-GUI	Pre-Order Response Times (Web Front Entry)	REQUEST	Benchmark	92.0%	6027	6027	100.0%	0.0%	6027	6027	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-1AA-GUI	Pre-Order Response Times (Web Front Entry)	REQUEST	Benchmark	92.0%	2798	2798	100.0%	0.0%	2798	2798	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-1AA-GUI	Pre-Order Response Times (Web Front Entry)	REQUEST	Benchmark	92.0%	6311	6311	100.0%	0.0%	6311	6311	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-1AA-GUI	Pre-Order Response Times (Web Front Entry)	REQUEST	Benchmark	92.0%	4432	4432	100.0%	0.0%	4432	4432	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-1AA-GUI	Pre-Order Response Times (Web Front Entry)	REQUEST	Benchmark	92.0%	3779	3779	100.0%	0.0%	3779	3779	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-1AA-GUI	Pre-Order Response Times (Web Front Entry)	REQUEST	Benchmark	92.0%	1518	1518	100.0%	0.0%	1518	1518	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-1AA-GUI	Pre-Order Response Times (Web Front Entry)	REQUEST	Benchmark	92.0%	3504	3504	100.0%	0.0%	3504	3504	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-1AA-GUI	Pre-Order Response Times (Web Front Entry)	REQUEST	Benchmark	92.0%	8038	8038	100.0%	0.0%	8038	8038	100.0%	0.0%		
November 2015	Outgoing and Provisioning	PO-2AA	All Electronic SFRs	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	285	16	37.50%		5	16	31.25%			
November 2015	Outgoing and Provisioning	PO-2AA	All Electronic SFRs	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	79	109	72.48%		6	109	55.05%			
November 2015	Outgoing and Provisioning	PO-2AA	All Electronic SFRs	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	27	29	93.45%		7	29	24.14%			
November 2015	Outgoing and Provisioning	PO-2AA	All Electronic SFRs	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	6	7	85.71%		8	9	88.89%			
November 2015	Outgoing and Provisioning	PO-2AA	All Electronic SFRs	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1348	80	5.93%		9	80	11.25%			
November 2015	Outgoing and Provisioning	PO-2AA	All Electronic SFRs	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	6	6	100.0%		6	6	100.0%			
November 2015	Outgoing and Provisioning	PO-2AA	All Electronic SFRs	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	69	69	100.0%		69	69	100.0%			

















Month	PIP Category	PIP 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	Modeled Z Score	Peer Z Score
June 2015	Maintenance and Repair	Trunkline Rate	US Trunk	Priority	N/A	0	11944	0.00%	11.04%	0	14,018	0.00%	14.01%	-0.07803	-1.28288
June 2015	Maintenance and Repair	Trunkline Rate	SUB-LOOP UNBINDING	Priority	N/A	0	11	0.00%	0.00%	419	21,381	0.98%	13.87%	-0.07803	-1.28288
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - ADSL COMPATIBLE	Priority	N/A	0	961	0.00%	7.19%	0	60	0.00%	0.00%	-0.38473	-1.35172
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - 2 Wire Non-Standard	Priority	N/A	5	343	0.58%	7.29%	0	66	0.00%	0.00%	-0.38473	-1.35172
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	16	845	1.70%	12.91%	1	249	0.40%	6.3%	-0.22718	-1.32218
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	35	6222	0.66%	7.49%	517	33,714	1.53%	12.29%	-0.22718	-1.32218
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	2	1	100.00%	0.00%	264	353	74.79%	43.42%	-0.579801	-1.52484
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	0	1322	0.00%	0.00%	0	0	0.00%	0.00%	-0.579801	-1.52484
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	0	103	0.00%	0.00%	0	0	0.00%	0.00%	-0.579801	-1.52484
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	0	888	0.00%	0.00%	0	0	0.00%	0.00%	-0.579801	-1.52484
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	1	1	100.00%	0.00%	3	3	100.00%	0.00%	-0.579801	-1.52484
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	8	8	100.00%	0.00%	0	0	0.00%	0.00%	-0.579801	-1.52484
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	3	3	100.00%	0.00%	0	0	0.00%	0.00%	-0.579801	-1.52484
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	3	3	100.00%	0.00%	0	0	0.00%	0.00%	-0.579801	-1.52484
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	18	18	100.00%	0.00%	0	0	0.00%	0.00%	-0.579801	-1.52484
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	312	312	100.00%	0.00%	231	247	93.52%	24.61%	-0.20772	-1.132612
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	378236	643	0.12	0.00%	0	0	0.00%	0.00%	-0.20772	-1.132612
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	964	964	100.00%	0.00%	0	0	0.00%	0.00%	-0.20772	-1.132612
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	1641156	161	0.01%	0.00%	0	0	0.00%	0.00%	-0.20772	-1.132612
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	70950	325	0.22	0.00%	0	0	0.00%	0.00%	-0.20772	-1.132612
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	94575	325	0.28	0.00%	0	0	0.00%	0.00%	-0.20772	-1.132612
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	14400	1200	0.12	0.00%	0	0	0.00%	0.00%	-0.20772	-1.132612
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	477600	1200	3.98	0.00%	0	0	0.00%	0.00%	-0.20772	-1.132612
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	48200	1200	4.0	0.00%	0	0	0.00%	0.00%	-0.20772	-1.132612
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	110471	3479	0.49	0.00%	0	0	0.00%	0.00%	-0.20772	-1.132612
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	2950173	3479	5.2	0.00%	0	0	0.00%	0.00%	-0.20772	-1.132612
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	180200	6340	0.29	0.00%	0	0	0.00%	0.00%	-0.20772	-1.132612
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	646800	6340	1.02	0.00%	0	0	0.00%	0.00%	-0.20772	-1.132612
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	838600	6340	1.32	0.00%	0	0	0.00%	0.00%	-0.20772	-1.132612
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	154191	1497	1.03	0.00%	0	0	0.00%	0.00%	-0.20772	-1.132612
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	242424	1026	2.34	0.00%	0	0	0.00%	0.00%	-0.20772	-1.132612
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	396815	1497	2.65	0.00%	0	0	0.00%	0.00%	-0.20772	-1.132612
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	622180	1026	6.07	0.00%	0	0	0.00%	0.00%	-0.20772	-1.132612
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	733113	5273	1.39	0.00%	0	0	0.00%	0.00%	-0.20772	-1.132612
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	33540	780	0.43	0.00%	0	0	0.00%	0.00%	-0.20772	-1.132612
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	279132	2328	0.12	0.00%	0	0	0.00%	0.00%	-0.20772	-1.132612
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	242984	1328	1.84	0.00%	0	0	0.00%	0.00%	-0.20772	-1.132612
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	305436	2328	1.31	0.00%	0	0	0.00%	0.00%	-0.20772	-1.132612
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	140230	4068	0.35	0.00%	0	0	0.00%	0.00%	-0.20772	-1.132612
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	210210	4068	0.52	0.00%	0	0	0.00%	0.00%	-0.20772	-1.132612
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	3197812	4068	7.86	0.00%	0	0	0.00%	0.00%	-0.20772	-1.132612
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	1002818	6323	1.61	0.00%	0	0	0.00%	0.00%	-0.20772	-1.132612
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	1148070	3479	3.30	0.00%	0	0	0.00%	0.00%	-0.20772	-1.132612
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	3289192	5078	10.42	0.00%	0	0	0.00%	0.00%	-0.20772	-1.132612
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	2950196	6811	4.34	0.00%	0	0	0.00%	0.00%	-0.20772	-1.132612
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	517020	1346	4.15	0.00%	0	0	0.00%	0.00%	-0.20772	-1.132612
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	197400	2280	0.72	0.00%	0	0	0.00%	0.00%	-0.20772	-1.132612
June 2015	Maintenance and Repair	Trunkline Rate	UNBINDING LOOP - DS1 Capable	Priority	N/A	858412	1722	3.46	0.00%	0	0	0.00%	0.00%	-0.20772	-1.132612



Month	Prod Category	Prod ID	Prod Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CT-CQ Numerator	CT-CQ Denominator	CT-CQ Result	CT-CQ Standard Deviator	Modified Z Score	P4P Score
May 2015	Network Performance	HP-10	Trunk Bandwidth to CT-CQ End Ofc via TSR and	Unbound Loop Making	Diagnostic	N/A	73	888	0.0%	0.00	13,682	57	240.04	448.38	-0.230599	1.296133
May 2015	Ordering and Provisioning	HP-15A	Internal for Pending Order Delayed From Due Date	Unbound Loop Making	Priority	N/A	2	1	100.00%	0.0%	15	57	26.33%	44.0%	3.178016	1.261001
May 2015	Ordering and Provisioning	HP-15B	Internal Zone 2 Areas	UNBOUND LOOP - ADSL COMPLETABLE	Benchmark	90.00%	2	2	100.00%	0.0%	15	15	100.00%	0.0%		
May 2015	Ordering and Provisioning	HP-15C	Internal Zone 2 Areas	Unbound Loop Making	Benchmark	90.00%	2	8	100.00%	0.0%						
May 2015	Ordering and Provisioning	HP-15D	Internal Zone 2 Areas	Unbound Loop Making	Benchmark	5.50	5	1	5.00	0.0%						
May 2015	Ordering and Provisioning	HP-15E	Internal Zone 2 Areas	Unbound Loop Making	Benchmark	6.00	47	9	5.22	0.0%						
May 2015	Ordering and Provisioning	HP-15F	New Service Installation Quality	UNBOUND LOOP - ADSL COMPLETABLE	Priority	N/A	2	14	100.00%	0.0%	16	16	100.00%	0.0%		
May 2015	Ordering and Provisioning	HP-15G	New Service Installation Quality	Unbound Loop Making	Priority	N/A	2	14	100.00%	0.0%	16	16	100.00%	0.0%		
May 2015	Ordering and Provisioning	HP-15H	New Service Installation Quality	Unbound Loop Making	Benchmark	95.00%	2	10	100.00%	0.0%	151	183	82.44%	26.17%	-0.865312	-1.580073
May 2015	Ordering and Provisioning	HP-15I	Network Reliability: Trunkless without Loop Count	REQUEST	Benchmark	2353.90	156	156	100.00%	0.0%						
May 2015	Ordering and Provisioning	HP-15J	Pre-Order Response Times (Advers. Validation)	REQUEST	Diagnostic	N/A	18,410	18,410	0.13							
May 2015	Ordering and Provisioning	HP-15K	Pre-Order Response Times (Advers. Validation)	TOTAL	Diagnostic	9971.50	12,990	18,410	0.77							
May 2015	Ordering and Provisioning	HP-15L	Pre-Order Response Times (Advers. Validation)	TOTAL	Diagnostic	12364.80	18,410	0.67								
May 2015	Ordering and Provisioning	HP-15M	Pre-Order Response Times (App. Scheduler)	REQUEST	Diagnostic	741.75	3,232	0.23								
May 2015	Ordering and Provisioning	HP-15N	Pre-Order Response Times (App. Scheduler)	TOTAL	Diagnostic	867.99	3,232	0.20								
May 2015	Ordering and Provisioning	HP-15O	Pre-Order Response Times (App. Scheduler)	REQUEST	Diagnostic	200.00	1,200	0.12								
May 2015	Ordering and Provisioning	HP-15P	Pre-Order Response Times (App. Scheduler)	TOTAL	Diagnostic	476.00	1,200	0.40								
May 2015	Ordering and Provisioning	HP-15Q	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	4830.00	1,300	4.10								
May 2015	Ordering and Provisioning	HP-15R	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	8000.00	1,300	6.15								
May 2015	Ordering and Provisioning	HP-15S	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	18840.45	3,479	5.45								
May 2015	Ordering and Provisioning	HP-15T	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	20804.42	3,479	5.98								
May 2015	Ordering and Provisioning	HP-15U	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	2124.80	6,640	0.32								
May 2015	Ordering and Provisioning	HP-15V	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	6486.00	5,640	1.15								
May 2015	Ordering and Provisioning	HP-15W	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	5882.00	6,640	0.80								
May 2015	Ordering and Provisioning	HP-15X	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	11864.00	6,640	1.79								
May 2015	Ordering and Provisioning	HP-15Y	Pre-Order Response Times (Loop Inquiry)	REQUEST	Diagnostic	19813.12	908	21.4								
May 2015	Ordering and Provisioning	HP-15Z	Pre-Order Response Times (Loop Inquiry)	TOTAL	Diagnostic	3248.12	1,460	2.24								
May 2015	Ordering and Provisioning	HP-16A	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	1322.29	5,793	0.23								
May 2015	Ordering and Provisioning	HP-16B	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	6732.62	5,793	1.15								
May 2015	Ordering and Provisioning	HP-16C	Pre-Order Response Times (TV Reservation)	ACCEPT	Diagnostic	278.40	870	0.32								
May 2015	Ordering and Provisioning	HP-16D	Pre-Order Response Times (TV Reservation)	REQUEST	Diagnostic	1478.12	2,226	0.72								
May 2015	Ordering and Provisioning	HP-16E	Pre-Order Response Times (TV Reservation)	TOTAL	Diagnostic	1856.52	2,226	0.84								
May 2015	Ordering and Provisioning	HP-16F	Pre-Order Response Times (Loop Dial Tone)	REQUEST	Diagnostic	2427.92	2,326	1.04								
May 2015	Ordering and Provisioning	HP-16G	Pre-Order Response Times (Loop Dial Tone)	TOTAL	Diagnostic	1368.16	4,027	0.34								
May 2015	Ordering and Provisioning	HP-16H	Pre-Order Response Times (Loop Dial Tone)	REQUEST	Diagnostic	3793.50	2,051	1.850								
May 2015	Ordering and Provisioning	HP-16I	Pre-Order Response Times (Loop Dial Tone)	TOTAL	Diagnostic	39312.68	4,027	9.78								
May 2015	Ordering and Provisioning	HP-16J	Pre-Order Response Times (Advers. Validation)	REQUEST	Diagnostic	10028.18	6,523	1.56								
May 2015	Ordering and Provisioning	HP-16K	Pre-Order Response Times (App. Scheduler)	TOTAL	Diagnostic	12895.50	3,713	3.50								
May 2015	Ordering and Provisioning	HP-16L	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	3997.50	6,780	0.59								
May 2015	Ordering and Provisioning	HP-16M	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	5219.50	6,780	0.77								
May 2015	Ordering and Provisioning	HP-16N	Pre-Order Response Times (Loop Inquiry)	REQUEST	Diagnostic	25193.50	1,380	18.97								
May 2015	Ordering and Provisioning	HP-16O	Pre-Order Response Times (Loop Inquiry)	TOTAL	Diagnostic	4312.00	1,380	3.15								
May 2015	Ordering and Provisioning	HP-16P	Pre-Order Response Times (Service Avail. XLA)	REQUEST	Diagnostic	19800.00	5,380	3.75								
May 2015	Ordering and Provisioning	HP-16Q	Pre-Order Response Times (Service Avail. XLA)	TOTAL	Diagnostic	2026.80	2,346	0.80								
May 2015	Ordering and Provisioning	HP-16R	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	5958.12	1,722	3.46								
May 2015	Ordering and Provisioning	HP-16S	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	151	200	75.50%								
May 2015	Ordering and Provisioning	HP-16T	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	14	22	63.64%								
May 2015	Ordering and Provisioning	HP-16U	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	14	15	93.33%								
May 2015	Ordering and Provisioning	HP-16V	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	151	151	100.00%								
May 2015	Ordering and Provisioning	HP-16W	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	151	151	100.00%								
May 2015	Ordering and Provisioning	HP-16X	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	14	14	100.00%								
May 2015	Ordering and Provisioning	HP-16Y	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	14	14	100.00%								
May 2015	Ordering and Provisioning	HP-16Z	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	14	14	100.00%								
May 2015	Ordering and Provisioning	HP-17A	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	14	14	100.00%								
May 2015	Ordering and Provisioning	HP-17B	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	14	14	100.00%								
May 2015	Ordering and Provisioning	HP-17C	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	14	14	100.00%								
May 2015	Ordering and Provisioning	HP-17D	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	14	14	100.00%								
May 2015	Ordering and Provisioning	HP-17E	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	14	14	100.00%								
May 2015	Ordering and Provisioning	HP-17F	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	14	14	100.00%								
May 2015	Ordering and Provisioning	HP-17G	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	14	14	100.00%								
May 2015	Ordering and Provisioning	HP-17H	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	14	14	100.00%								
May 2015	Ordering and Provisioning	HP-17I	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	14	14	100.00%								
May 2015	Ordering and Provisioning	HP-17J	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	14	14	100.00%								
May 2015	Ordering and Provisioning	HP-17K	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	14	14	100.00%								
May 2015	Ordering and Provisioning	HP-17L	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	14	14	100.00%								
May 2015	Ordering and Provisioning	HP-17M	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	14	14	100.00%								
May 2015	Ordering and Provisioning	HP-17N	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	14	14	100.00%								
May 2015	Ordering and Provisioning	HP-17O	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	14	14	100.00%								
May 2015	Ordering and Provisioning	HP-17P	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	14	14	100.00%								
May 2015	Ordering and Provisioning	HP-17Q	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	14	14	100.00%								
May 2015	Ordering and Provisioning	HP-17R	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	14	14	100.00%								
May 2015	Ordering and Provisioning	HP-17S	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	14	14	100.00%								
May 2015	Ordering and Provisioning	HP-17T	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	14	14	100.00%								
May 2015	Ordering and Provisioning	HP-17U	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	14	14	100.00%								
May 2015	Ordering and Provisioning	HP-17V	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	14	14	100.00%								
May 2015	Ordering and Provisioning	HP-17W	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	14	14	100.00%								
May 2015	Ordering and Provisioning	HP-17X	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	14	14	100.00%								
May 2015	Ordering and Provisioning	HP-17Y	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	14	14	100.00%								
May 2015	Ordering and Provisioning	HP-17Z	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	14	14	100.00%								
May 2015	Ordering and Provisioning	HP-18A	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	14	14	100.00%								

May 2015 PAP Aggregate Performance Report NDJIS

Month	RF Category	RF	RF Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Ratio	CLEC Standard Deviation	OTLD Numerator	OTLD Denominator	OTLD Ratio	OTLD Standard Deviation	Modified Z Score	Raw Score
May 2015	Pre-Ordering	PO-SB-I	FCCs on Time for Electronic/LSTs	Resale Aggregate	Benchmark	98.00%	8	44	100.00%		0	16	0.00%			
May 2015	Pre-Ordering	PO-SB-II	FCCs on Time for Electronic/LSTs	Unbundled Loop AGS-ELEs	Benchmark	98.00%	46	47	97.92%		0	16	0.00%			
May 2015	Pre-Ordering	PO-SB-III	FCCs on Time for Electronic/LSTs	LSP	Benchmark	98.00%	2	2	100.00%		0	16	0.00%			
May 2015	Pre-Ordering	PO-SB-IV	FCCs provided for ASNs requesting LST Trunks	LST Trunk	Benchmark	85.00%	0	10	0.00%		0	16	0.00%			
May 2015	Pre-Ordering	PO-SB	Unbundled Loops	Unbundled Loops and Number Portability	Priority	N/A	0	10	0.00%		0	16	0.00%			