

CenturyLink
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Kent Blickensderfer
State Legislative Affairs Director



October 24, 2016

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

**Re: In the Matter of Qwest Corporation dba CenturyLink QC's PIDs and PAP Revision
Case No. PU-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 September 2015 through September 2016;
and
2. Payment Report for the month of August 2016.

Sincerely,

A handwritten signature in black ink, appearing to read "KA Blick", written over a light blue horizontal line.

Kent Blickensderfer
State Legislative Affairs Director

KB/bardm

Enclosures

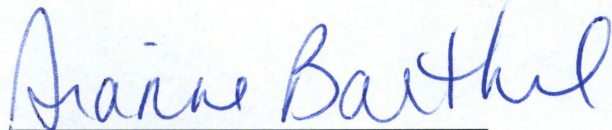
CERTIFICATE OF SERVICE

I hereby certify that on this 24th day of October, 2016, the foregoing Performance Results Report for the months of September 2015 through September 2016 and the Payment Report for the month of August 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 - AUGUST 2016

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

NO DATA



Qwest Corporation (Qwest or CTL-Q) Performance Results

North Dakota

September 2015 - September 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.

October 10, 2016

CenturyLink QC Performance Results – Current 271 PID

Month	PIQ Category	PIQ Title	Product Category	Standard	Benchmark	CLIC Numerator	CLIC Denominator	CLIC Ratio	CLIC Standard Deviation	CTI-Q Numerator	CTI-Q Denominator	CTI-Q Ratio	CTI-Q Standard Deviation	Modified Z Score	Peer Score
September 2015	Outgoing and Provisioning	Internal Zone 2 Access	Unbonded Loop - 2 Vms Non-Local	Benchmark	6.00	3	1	0.50		0	0	0.00%			
September 2015	Outgoing and Provisioning	Internal Zone 2 Access	Unbonded Loop - DS1 Capable	Benchmark	5.50	133	25	6.32		0	0	0.00%			
September 2015	Outgoing and Provisioning	Internal Zone 2 Access	Unbonded Loop - ADSL Capable	Benchmark	6.00	1	1	100.00%		0	0	0.00%			
September 2015	Outgoing and Provisioning	New Service Installation Quality	Unbonded Loop - 2 Vms Non-Local	Parity	N/A	1	1	100.00%		0	0	0.00%			
September 2015	Outgoing and Provisioning	New Service Installation Quality	Unbonded Loop - DS1 Capable	Parity	N/A	2	2	100.00%		0	0	0.00%			
September 2015	Outgoing and Provisioning	New Service Installation Quality	Unbonded Loop - ADSL Capable	Parity	N/A	1	1	100.00%		0	0	0.00%			
September 2015	Outgoing and Provisioning	Number Provisional Trunked Loop Count	Unbonded Loop - 2 Vms Non-Local	Benchmark	95.00%	162	162	100.00%		0	0	0.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Address Validation)	Request	Benchmark	602.00	602.00	2100	0.30		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Address Validation)	Response	Benchmark	20157.80	20157.80	16789	1.20		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Address Validation)	Total	Benchmark	20841.80	20841.80	21000	1.26		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Appt. Scheduling)	Request	Benchmark	3222.03	3222.03	4332	0.71		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Appt. Scheduling)	Total	Benchmark	3023.19	3023.19	4032	0.82		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Appt. Scheduling)	Response	Benchmark	720.77	720.77	1078	0.58		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Appt. Scheduling)	Total	Benchmark	1443.96	1443.96	1880	1.17		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Facility Check)	Request	Benchmark	3697.26	3697.26	3971	0.92		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Facility Check)	Response	Benchmark	8298.42	8298.42	3888	2.12		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Facility Check)	Total	Benchmark	11995.68	11995.68	3971	3.00		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Facility Check)	Request	Benchmark	916.11	916.11	888	1.0		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Facility Check)	Response	Benchmark	648.00	648.00	550	0.85		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Facility Check)	Total	Benchmark	1564.11	1564.11	1438	1.13		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Facility Check)	Request	Benchmark	5322.11	5322.11	6249	1.18		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Facility Check)	Response	Benchmark	644.15	644.15	1118	0.58		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Facility Check)	Total	Benchmark	3096.09	3096.09	277	2.77		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Request	Benchmark	4202.21	4202.21	7448	0.56		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Response	Benchmark	8634.83	8634.83	1484	0.86		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Total	Benchmark	14037.04	14037.04	7448	1.89		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Request	Benchmark	218.50	218.50	1087	0.20		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Response	Benchmark	1400.21	1400.21	1681	1.25		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Total	Benchmark	1618.71	1618.71	2768	1.55		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Request	Benchmark	2655.66	2655.66	3660	0.78		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Response	Benchmark	2395.00	2395.00	2700	0.88		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Total	Benchmark	5050.66	5050.66	6360	1.54		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Request	Benchmark	10828.18	10828.18	6232	1.96		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Response	Benchmark	7702.86	7702.86	4718	1.72		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Total	Benchmark	18531.04	18531.04	10950	3.54		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Request	Benchmark	2590.94	2590.94	2488	1.04		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Response	Benchmark	4101.26	4101.26	775	5.15		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Total	Benchmark	3891.25	3891.25	5263	3.75		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Request	Benchmark	18900.00	18900.00	5263	3.15		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Response	Benchmark	3303.30	3303.30	3146	1.05		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Total	Benchmark	5893.12	5893.12	1722	3.46		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Request	Benchmark	211	211	282	0.29%		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Response	Benchmark	148	148	188	0.77%		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Total	Benchmark	359	359	470	0.77%		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Request	Benchmark	211	211	211	100.00%		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Response	Benchmark	148	148	148	100.00%		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Total	Benchmark	359	359	359	100.00%		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Request	Benchmark	116	116	116	100.00%		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Response	Benchmark	N/A	N/A	N/A	N/A		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Total	Benchmark	N/A	N/A	N/A	N/A		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Request	Benchmark	N/A	N/A	N/A	N/A		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Response	Benchmark	N/A	N/A	N/A	N/A		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Total	Benchmark	N/A	N/A	N/A	N/A		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Request	Benchmark	N/A	N/A	N/A	N/A		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Response	Benchmark	N/A	N/A	N/A	N/A		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Total	Benchmark	N/A	N/A	N/A	N/A		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Request	Benchmark	N/A	N/A	N/A	N/A		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Response	Benchmark	N/A	N/A	N/A	N/A		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Total	Benchmark	N/A	N/A	N/A	N/A		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Request	Benchmark	N/A	N/A	N/A	N/A		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Response	Benchmark	N/A	N/A	N/A	N/A		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Total	Benchmark	N/A	N/A	N/A	N/A		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Request	Benchmark	N/A	N/A	N/A	N/A		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Response	Benchmark	N/A	N/A	N/A	N/A		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Total	Benchmark	N/A	N/A	N/A	N/A		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Request	Benchmark	N/A	N/A	N/A	N/A		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Response	Benchmark	N/A	N/A	N/A	N/A		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Total	Benchmark	N/A	N/A	N/A	N/A		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Request	Benchmark	N/A	N/A	N/A	N/A		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Response	Benchmark	N/A	N/A	N/A	N/A		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Total	Benchmark	N/A	N/A	N/A	N/A		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Request	Benchmark	N/A	N/A	N/A	N/A		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Response	Benchmark	N/A	N/A	N/A	N/A		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Total	Benchmark	N/A	N/A	N/A	N/A		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Request	Benchmark	N/A	N/A	N/A	N/A		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Response	Benchmark	N/A	N/A	N/A	N/A		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Total	Benchmark	N/A	N/A	N/A	N/A		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Request	Benchmark	N/A	N/A	N/A	N/A		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Response	Benchmark	N/A	N/A	N/A	N/A		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Total	Benchmark	N/A	N/A	N/A	N/A		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Request	Benchmark	N/A	N/A	N/A	N/A		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Response	Benchmark	N/A	N/A	N/A	N/A		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Total	Benchmark	N/A	N/A	N/A	N/A		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Request	Benchmark	N/A	N/A	N/A	N/A		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Response	Benchmark	N/A	N/A	N/A	N/A		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Total	Benchmark	N/A	N/A	N/A	N/A		0	0	100.00%			
September 2015	Pre-Ordering	Pre-Order Response Time (Service Availability)	Request	Benchmark	N/A	N/A	N/A	N/A		0	0				