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Kent Blickensderfer
State Legislative Affairs Director



November 29, 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 October 2015 through October 2016; and
2. Payment Report for the month of September 2016.

Sincerely,

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

Kent Blickensderfer
State Legislative Affairs Director

KB/bardm

Enclosures

CERTIFICATE OF SERVICE

I hereby certify that on this 29th day of November, 2016, the foregoing Performance Results Report for the months of October 2015 through October 2016 and the Payment Report for the month of September 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
Dianne Barthel

NORTH DAKOTA PAP SUMMARY - SEPTEMBER 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

October 2015 - October 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.

November 9, 2016

CenturyLink QC Performance Results – Current 271 PID

Month	PID Category	PID	PID Title	Provided Category	Standard	Benchmark	CLEC Newmeter	CLEC Datasource	CLEC Result	CLEC Standard Deviate	CTI-Q Numerator	CTI-Q Denominator	CTI-Q Result	CTI-Q Standard Deviate	Modified Z Score	Party Score
June 2016	Ordering and Provisioning	PO-3C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	600	600	100.00%	0.00						
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Address Validation)	REQUEST	Diagnostic	NA	19,392	19,392	100.00%	0.34						
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Address Validation)	RESPONSE	Diagnostic	NA	15,621.10	12,910	1.21							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Address Validation)	TOTAL	Diagnostic	NA	22,714.36	18,926	1.15							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Appt. Scheduling)	REQUEST	Diagnostic	NA	3105.35	4,256	0.73							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Appt. Scheduling)	RESPONSE	Diagnostic	NA	3,017.79	4,256	0.84							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Appt. Scheduling)	TOTAL	Diagnostic	NA	6,123.14	8,512	0.71							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Facility Assignment)	REQUEST	Diagnostic	NA	1313.95	1,228	1.07							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Facility Assignment)	RESPONSE	Diagnostic	NA	202.82	1,783	1.18							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Facility Assignment)	TOTAL	Diagnostic	NA	3106.32	3,798	0.84							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Facility Check)	REQUEST	Diagnostic	NA	606.86	3,065	2.12							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Facility Check)	RESPONSE	Diagnostic	NA	1126.52	3,798	2.98							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Facility Check)	TOTAL	Diagnostic	NA	1,733.38	6,863	1.54							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Get CSR)	REQUEST	Diagnostic	NA	7,719	7,719	1.00							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Get CSR)	RESPONSE	Diagnostic	NA	6,885	7,719	1.25							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Get CSR)	TOTAL	Diagnostic	NA	14,604	15,438	0.94							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Meet Point Inquiry)	REQUEST	Diagnostic	NA	4,723.20	7,719	1.16							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Meet Point Inquiry)	RESPONSE	Diagnostic	NA	1,928.34	1,928	2.24							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Meet Point Inquiry)	TOTAL	Diagnostic	NA	6,651.54	9,647	0.68							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Meet Point Inquiry)	REQUEST	Diagnostic	NA	2,937.14	1,029	2.80							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Meet Point Inquiry)	RESPONSE	Diagnostic	NA	3,714.40	8,618	0.43							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Meet Point Inquiry)	TOTAL	Diagnostic	NA	6,651.54	9,647	0.68							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Service Availability)	REQUEST	Diagnostic	NA	739.82	13,107	0.05							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Diagnostic	NA	10,822.97	6,885	1.53							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Service Availability)	TOTAL	Diagnostic	NA	11,562.79	13,792	0.84							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (TN Reservation)	REQUEST	Diagnostic	NA	768.97	1,917	0.41							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (TN Reservation)	RESPONSE	Diagnostic	NA	1,255.88	982	1.26							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (TN Reservation)	TOTAL	Diagnostic	NA	2,024.85	1,917	1.20							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Loop Qual Tools)	REQUEST	Diagnostic	NA	230.85	3,451	0.07							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Loop Qual Tools)	RESPONSE	Diagnostic	NA	234.94	2,682	0.09							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Loop Qual Tools)	TOTAL	Diagnostic	NA	465.79	6,133	0.08							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Loop Qual Tools)	REQUEST	Diagnostic	NA	519.86	3,451	0.15							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Loop Qual Tools)	RESPONSE	Diagnostic	NA	4,689	1,917	2.44							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Loop Qual Tools)	TOTAL	Diagnostic	NA	5,208.85	5,368	0.97							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Facility Check XML)	REQUEST	Diagnostic	NA	7,719	7,719	1.00							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Facility Check XML)	RESPONSE	Diagnostic	NA	6,763.20	6,035	1.12							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Facility Check XML)	TOTAL	Diagnostic	NA	14,482.20	13,754	1.05							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Loop Qual Tools XML)	REQUEST	Diagnostic	NA	2,624.49	6,297	0.41							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Loop Qual Tools XML)	RESPONSE	Diagnostic	NA	4,783.82	3,588	1.34							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Loop Qual Tools XML)	TOTAL	Diagnostic	NA	7,408.31	9,885	0.75							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Service Avail XML)	REQUEST	Diagnostic	NA	1,683.30	4,882	0.34							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Service Avail XML)	RESPONSE	Diagnostic	NA	3,158	3,158	1.20							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Service Avail XML)	TOTAL	Diagnostic	NA	4,841.30	8,040	0.60							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Connecting Pre-Assign XML)	REQUEST	Diagnostic	NA	556.71	1,178	0.47							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Connecting Pre-Assign XML)	RESPONSE	Diagnostic	NA	13	178	76.97%							
June 2016	Pre-Ordering	PO-1AA GUI	Pre-Order Response Time (Connecting Pre-Assign XML)	TOTAL	Diagnostic	NA	570	1,196	0.48							
June 2016	Pre-Ordering	PO-3A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	NA	4	13	30.77%							
June 2016	Pre-Ordering	PO-3A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	NA	13	100	75.00%							
June 2016	Pre-Ordering	PO-3A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	NA	79	137	98.56%							
June 2016	Pre-Ordering	PO-3B	All Fiberoptic Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	NA	4	4	100.00%							
June 2016	Pre-Ordering	PO-3B	All Fiberoptic Eligible LSRs	Resale Aggregate	Diagnostic	NA	79	79	100.00%							
June 2016	Pre-Ordering	PO-3C	LSRs not on Loop via Incumbent	Product Aggregate	Diagnostic	NA	2,212	2	11.35							
June 2016	Pre-Ordering	PO-3C	LSRs not on Loop via Incumbent	Resale Aggregate	Diagnostic	NA	81	3	3.70%							
June 2016	Pre-Ordering	PO-3A(4)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	68	68	100.00%							
June 2016	Pre-Ordering	PO-3A(4)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	131	131	100.00%							
June 2016	Pre-Ordering	PO-3A(4)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	90.00%	26	27	96.30%							
June 2016	Pre-Ordering	PO-3B(4)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	33	33	100.00%							
June 2016	Pre-Ordering	PO-3B(4)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	3	3	100.00%							
June 2016	Pre-Ordering	PO-3C(4)	FOCs on Time for Manual LSRs via Incumbent	Product Aggregate	Benchmark	85.00%	0	0	0.00%							
June 2016	Pre-Ordering	PO-3C(4)	FOCs on Time for Manual LSRs via Incumbent	Resale Aggregate	Benchmark	85.00%	0	0	0.00%							
June 2016	Pre-Ordering	PO-3B	Unbundled Loops	Unbundled Loops and Number Portability	Party	NA	0	1	0.00%							
June 2016	Pre-Ordering	PO-3B	Unbundled Loops	Resale Aggregate	Party	NA	189	189	100.00%							
June 2016	Pre-Ordering	PO-3B	Unbundled Loops	Resale Aggregate	Diagnostic	NA	182,845	766	100.00%							
June 2016	Pre-Ordering	PO-3B	Billing Accuracy - Adjustments for Errors	Resale Aggregate	Party	NA	252	252	100.00%							
June 2016	Pre-Ordering	PO-3B	Billing Accuracy - Adjustments for Errors	Resale Aggregate	Diagnostic	NA	766	766	100.00%							
June 2016	Pre-Ordering	PO-3B	Resale Accuracy - Adjustments for Errors	Resale Aggregate	Party	NA	252	252	100.00%							
June 2016	Pre-Ordering	PO-3B	Resale Accuracy - Adjustments for Errors	Resale Aggregate	Diagnostic	NA	766	766	100.00%							
June 2016	Pre-Ordering	PO-3B	Resale Accuracy - Adjustments for Errors	Resale Aggregate	Party	NA	252	252	100.00%							
June 2016	Pre-Ordering	PO-3B	Resale Accuracy - Adjustments for Errors	Resale Aggregate	Diagnostic	NA	766	766	100.00%							
June 2016	Pre-Ordering	PO-3B	Resale Accuracy - Adjustments for Errors	Resale Aggregate	Party	NA	252	252	100.00%							
June 2016	Pre-Ordering	PO-3B	Resale Accuracy - Adjustments for Errors	Resale Aggregate	Diagnostic	NA	766	766	100.00%							
June 2016	Pre-Ordering	PO-3B	Resale Accuracy - Adjustments for Errors	Resale Aggregate	Party	NA	252	252	100.00%							
June 2016	Pre-Ordering	PO-3B	Resale Accuracy - Adjustments for Errors	Resale Aggregate	Diagnostic	NA	766	766	100.00%							
June 2016	Pre-Ordering	PO-3B	Resale Accuracy - Adjustments for Errors	Resale Aggregate	Party	NA	252	252	100.00%							
June 2016	Pre-Ordering	PO-3B	Resale Accuracy - Adjustments for Errors	Resale Aggregate	Diagnostic	NA	766	766	100.00%							
June 2016	Pre-Ordering	PO-3B	Resale Accuracy - Adjustments for Errors	Resale Aggregate	Party	NA	252	252	100.00%							
June 2016	Pre-Ordering	PO-3B	Resale Accuracy - Adjustments for Errors	Resale Aggregate	Diagnostic	NA	766	766	100.00%							
June 2016	Pre-Ordering	PO-3B	Resale Accuracy - Adjustments for Errors	Resale Aggregate	Party	NA	252	252	100.00%							
June 2016	Pre-Ordering	PO-3B	Resale Accuracy - Adjustments for Errors	Resale Aggregate	Diagnostic	NA	766	766	100.00%							
June 2016	Pre-Ordering	PO-3B	Resale Accuracy - Adjustments for Errors	Resale Aggregate	Party	NA	252	252	100.00%							
June 2016	Pre-Ordering	PO-3B	Resale Accuracy - Adjustments for Errors	Resale Aggregate	Diagnostic	NA	766	766	100.00%							
June 2016	Pre-Ordering	PO-3B	Resale Accuracy - Adjustments for Errors	Resale Aggregate	Party	NA	252	252	100.00%							
June 2016	Pre-Ordering	PO-3B	Resale Accuracy - Adjustments for Errors	Resale Aggregate	Diagnostic	NA	766	766	100.00%							
June 2016	Pre-Ordering	PO-3B	Resale Accuracy - Adjustments for Errors	Resale Aggregate	Party	NA	252	252	100.00%							
June 2016	Pre-Ordering	PO-3B	Resale Accuracy - Adjust													

Month	PAF Category	PO	PO Title	Product Category	Standard	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	Penalty Score
March 2016	Maintenance and Repair	MR-3	Trunk Line	Unbundled Loop - Non-Cable	Priority	N/A	0	80	0.00%	3.6%	0	0	0.00%	0.00%	-2.55104	-2.55104
March 2016	Maintenance and Repair	MR-4	Trunk Line	Unbundled Loop - DSL Capable	Priority	N/A	0	80	0.00%	3.6%	0	0	0.00%	0.00%	-1.0591	-1.0591
March 2016	Maintenance and Repair	MR-5	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	35	5,200	0.67%	7.8%	202	30,246	0.67%	9.7%	-2.38214	-2.44338
March 2016	Maintenance and Repair	MR-6	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	0	888	0.00%	0.00%	0	0	0.00%	0.00%	-3	-3
March 2016	Maintenance and Repair	MR-7	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Diagnostic	N/A	0	1,322	0.00%	0.00%	0	0	0.00%	0.00%	-2.55104	-2.55104
March 2016	Maintenance and Repair	MR-8	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Diagnostic	N/A	0	868	0.00%	0.00%	0	0	0.00%	0.00%	-2.55104	-2.55104
March 2016	Maintenance and Repair	MR-9	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	323	7	48.14%	5.37	6,800	18	37,718	0.00%	297.38	-2.55104
March 2016	Maintenance and Repair	MR-10	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	0	10	0.00%	0.00%	4	18	22.22%	4.12%	51,795.01	1,281,001
March 2016	Maintenance and Repair	MR-11	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	9	10	90.00%	0.00%	2	2	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-12	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	5	6	100.00%	0.00%	6	6	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-13	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	6	6	100.00%	0.00%	1	1	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-14	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	3	1	3.00%	4.20	5	5	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-15	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	21	5	4.20%	4.20	5	5	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-16	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	28	5	5.60%	5.60%	5	5	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-17	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	28	10	28.00%	5.60%	10	10	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-18	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	7	7	100.00%	0.00%	7	7	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-19	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	7	7	100.00%	0.00%	7	7	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-20	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	336	336	100.00%	0.00%	154	142	98.67%	21.67%	-0.58042	-1.38633
March 2016	Maintenance and Repair	MR-21	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	6,211.18	19,227	32.30%	18.227	1,297	1,297	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-22	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	15,505.20	12,957	1.20	12.957	1,14	1,14	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-23	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	2,206.28	19,227	1.14%	19.227	4,288	4,288	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-24	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	31,282.78	4,288	0.73%	4.288	0.22	0.22	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-25	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	7,282.58	1,778	0.41%	1.778	1,778	1,778	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-26	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	1,344.60	1,346	1.06%	1.346	1,346	1,346	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-27	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	207,248	1,778	1.17%	1.778	1,17	1,17	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-28	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	3,869.54	3,786	0.89%	3.786	0.89	0.89	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-29	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	81,633.70	3,697	2.10%	3.697	3,06	3,06	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-30	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	80,102.61	7,629	1.01%	7.629	1,01	1,01	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-31	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	14,687.20	7,629	0.52%	7.629	1,51	1,51	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-32	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	2,300.25	1,048	0.23%	1.048	2,25	2,25	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-33	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	655.60	1,182	0.55%	1.182	0.55	0.55	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-34	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	30,15.85	1,048	2.88%	1.048	2.88	2.88	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-35	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	3,614.22	6,883	0.54%	6.883	0.54	0.54	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-36	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	19,717.24	13,042	0.56%	13.042	0.56	0.56	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-37	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	6,883	6,883	1.00%	6.883	1.00	1.00	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-38	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	7,629	1,322	0.17%	1.322	0.17	0.17	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-39	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	7,629	882	0.12%	0.882	0.12	0.12	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-40	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	10,47.86	882	0.08%	0.882	0.08	0.08	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-41	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	20,47.10	1,322	0.07%	1.322	0.07	0.07	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-42	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	4,689.27	2,257	0.48%	2.257	0.48	0.48	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-43	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	9,121.25	3,471	0.41%	3.471	0.41	0.41	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-44	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	4,322	4,322	1.00%	4.322	1.00	1.00	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-45	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	7,777.20	1,322	0.17%	1.322	0.17	0.17	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-46	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	6,822	6,822	1.00%	6.822	1.00	1.00	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-47	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	20,163.00	6,156	0.31%	6.156	0.31	0.31	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-48	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	4,689.31	3,379	0.72%	3.379	0.72	0.72	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-49	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	3,714.44	743	0.20%	0.743	0.20	0.20	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-50	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	1,541.25	4,880	0.31%	4.880	0.31	0.31	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-51	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	3,801.20	3,276	1.20%	3.276	1.20	1.20	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-52	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	530.20	530	100.00%	0.00%	530	530	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-53	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	282	282	100.00%	0.00%	282	282	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-54	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	3,927	3,927	100.00%	0.00%	3,927	3,927	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-55	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	289	289	100.00%	0.00%	289	289	100.00%	0.00%	0.00%	0.00%
March 2016	Maintenance and Repair	MR-56	Trunk Backhaul to CTL-Q Trunk Ocr w/ TCSR and	Unbundled Loop - DSL Capable	Priority	N/A	2	2	100.00%	0.00%	2	2	100.00%	0.00%	0.00%	0.00%

Month	PO Category	PO ID	PO Title	Product Category	Standard	Benchmark	Q1-EQ Numerator	Q1-EQ Denominator	Q1-EQ Final	Q1-EQ Standard Deviator	CT-Q Numerator	CT-Q Denominator	CT-Q Final	CT-Q Standard Deviator	Weighted Z Score	Party Score
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Admins Validation)	REQUEST	Diagnostic	N/A	6788.90	13026	13026	0.23						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Admins Validation)	RESPONSE	Diagnostic	N/A	15800.40	13026	13026	1.22						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Admins Validation)	TOTAL	Diagnostic	N/A	22588.40	13026	13026	1.16						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Appt. Scheduling)	REQUEST	Diagnostic	N/A	3254.22	4286	4286	0.74						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Appt. Scheduling)	TOTAL	Diagnostic	N/A	3707.84	4286	4286	0.94						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Appt. Scheduling)	RESPONSE	Diagnostic	N/A	613.95	1492	1492	0.43						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Appt. Scheduling)	TOTAL	Diagnostic	N/A	12493.00	1492	1492	1.05						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Facility Check)	REQUEST	Diagnostic	N/A	3260.75	3725	3725	0.87						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Facility Check)	TOTAL	Diagnostic	N/A	6126.13	3725	3725	2.13						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Facility Check)	RESPONSE	Diagnostic	N/A	11378.46	3725	3725	3.05						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Facility Check)	TOTAL	Diagnostic	N/A	18244.73	3725	3725	4.86						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Gen CSR)	REQUEST	Diagnostic	N/A	6271.04	5794	5794	1.10						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Gen CSR)	TOTAL	Diagnostic	N/A	14745.77	5794	5794	1.80						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Gen CSR)	RESPONSE	Diagnostic	N/A	22638.34	5794	5794	2.22						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Gen CSR)	TOTAL	Diagnostic	N/A	35384.11	5794	5794	4.22						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Gen CSR)	RESPONSE	Diagnostic	N/A	28909.02	1022	1022	2.84						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Gen CSR)	TOTAL	Diagnostic	N/A	34887.72	6711	6711	0.52						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Service Availability)	REQUEST	Diagnostic	N/A	7747.40	12293	12293	0.80						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Service Availability)	TOTAL	Diagnostic	N/A	11247.12	6711	6711	1.80						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Service Availability)	RESPONSE	Diagnostic	N/A	20120.20	1006	1006	0.20						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Service Availability)	TOTAL	Diagnostic	N/A	31367.32	1006	1006	0.41						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (TV Reservation)	REQUEST	Diagnostic	N/A	727.18	1396	1396	0.41						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (TV Reservation)	TOTAL	Diagnostic	N/A	2020.86	1396	1396	1.12						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (TV Reservation)	RESPONSE	Diagnostic	N/A	2587.20	3383	3383	0.70						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (TV Reservation)	TOTAL	Diagnostic	N/A	5191.24	2464	2464	1.81						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Travel/Connecting Air Assgn XAL)	REQUEST	Diagnostic	N/A	5191.24	3339	3339	1.479						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Travel/Connecting Air Assgn XAL)	TOTAL	Diagnostic	N/A	10383.54	3339	3339	1.479						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Travel/Connecting Air Assgn XAL)	RESPONSE	Diagnostic	N/A	6264.51	4473	4473	1.42						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Travel/Connecting Air Assgn XAL)	TOTAL	Diagnostic	N/A	12648.05	4473	4473	1.82						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Travel/Connecting Air Assgn XAL)	REQUEST	Diagnostic	N/A	7683.20	4620	4620	1.62						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Travel/Connecting Air Assgn XAL)	TOTAL	Diagnostic	N/A	14922.20	4620	4620	3.21						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Travel/Connecting Air Assgn XAL)	RESPONSE	Diagnostic	N/A	6869.32	3462	3462	1.31						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Travel/Connecting Air Assgn XAL)	TOTAL	Diagnostic	N/A	20971.25	3462	3462	5.15						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Travel/Connecting Air Assgn XAL)	REQUEST	Diagnostic	N/A	1866.04	486	486	3.14						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Travel/Connecting Air Assgn XAL)	TOTAL	Diagnostic	N/A	3521.10	3211	3211	1.10						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Travel/Connecting Air Assgn XAL)	RESPONSE	Diagnostic	N/A	5557.56	1497	1497	3.48						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Travel/Connecting Air Assgn XAL)	TOTAL	Diagnostic	N/A	11138.66	1497	1497	8.21%						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Travel/Connecting Air Assgn XAL)	REQUEST	Diagnostic	N/A	134	185	185	0.728%						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Travel/Connecting Air Assgn XAL)	TOTAL	Diagnostic	N/A	4	7	7	0.28%						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Travel/Connecting Air Assgn XAL)	RESPONSE	Diagnostic	N/A	134	134	134	100.00%						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Travel/Connecting Air Assgn XAL)	TOTAL	Diagnostic	N/A	134	134	134	100.00%						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Travel/Connecting Air Assgn XAL)	REQUEST	Diagnostic	N/A	49	49	49	100.00%						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Travel/Connecting Air Assgn XAL)	TOTAL	Diagnostic	N/A	49	49	49	100.00%						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Travel/Connecting Air Assgn XAL)	RESPONSE	Diagnostic	N/A	4029	2	2	20.14						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Travel/Connecting Air Assgn XAL)	TOTAL	Diagnostic	N/A	5015	10	10	3.02						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Travel/Connecting Air Assgn XAL)	REQUEST	Diagnostic	N/A	3015	2	2	100.00%						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Travel/Connecting Air Assgn XAL)	TOTAL	Diagnostic	N/A	3015	2	2	100.00%						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Travel/Connecting Air Assgn XAL)	RESPONSE	Diagnostic	N/A	4	4	4	100.00%						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Travel/Connecting Air Assgn XAL)	TOTAL	Diagnostic	N/A	12	12	12	100.00%						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Travel/Connecting Air Assgn XAL)	REQUEST	Diagnostic	N/A	12	2	2	100.00%						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Travel/Connecting Air Assgn XAL)	TOTAL	Diagnostic	N/A	31	31	31	100.00%						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Travel/Connecting Air Assgn XAL)	RESPONSE	Diagnostic	N/A	22	22	22	100.00%						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Travel/Connecting Air Assgn XAL)	TOTAL	Diagnostic	N/A	1	1	1	100.00%						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Travel/Connecting Air Assgn XAL)	REQUEST	Diagnostic	N/A	182	162	162	100.00%						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Travel/Connecting Air Assgn XAL)	TOTAL	Diagnostic	N/A	182	162	162	100.00%						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Travel/Connecting Air Assgn XAL)	RESPONSE	Diagnostic	N/A	309	309	309	100.00%						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Travel/Connecting Air Assgn XAL)	TOTAL	Diagnostic	N/A	609	609	609	100.00%						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Travel/Connecting Air Assgn XAL)	REQUEST	Diagnostic	N/A	1187.093	2867.005	2867.005	1.07						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Travel/Connecting Air Assgn XAL)	TOTAL	Diagnostic	N/A	832.77	4195	4195	0.20						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Travel/Connecting Air Assgn XAL)	RESPONSE	Diagnostic	N/A	29.880	29.880	29.880	100.00%						
February 2016	Pre-Ordering	PO-1:AM GUI	Pre-Order Responses Time (Travel/Connecting Air Assgn XAL)	TOTAL	Diagnostic	N/A	20.880	20.880	20.880	100.00%						

Month	PIQ Category	PIQ Title	PIQ Type	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Ratio	CLEC Standard Deviate	CTI-Q Numerator	CTI-Q Denominator	CTI-Q Ratio	CTI-Q Standard Deviate	Weighted Z Score	Party Score		
November 2015	Pre-Closing	PO-54(1)	Electronic LISB Required Monthly	Product Aggregate	Benchmark	95.00%	69	6	100.00%	0.00%	1	2	50.00%	83.00%	0	-0.86822		
November 2015	Pre-Closing	PO-54(2)	FOCQ on Time for Full Electronic LISB	Resales Aggregate	Benchmark	95.00%	69	6	100.00%	0.00%	3	4	75.00%	49.50%	0	-1.20306		
November 2015	Pre-Closing	PO-54(3)	FOCQ on Time for Full Electronic LISB	Unbundled Loop AGG-EELS	Benchmark	95.00%	279	3	100.00%	0.00%	2413231	2413231	100.00%	113.56	0	0.26382		
November 2015	Pre-Closing	PO-54(4)	FOCQ on Time for Full Electronic LISB	Resales Aggregate	Benchmark	90.00%	3	3	100.00%	0.00%	741	2	370.50%	0.00%	0.64076	-0.81076		
November 2015	Pre-Closing	PO-54(5)	FOCQ on Time for Electronic/LAN LISB	Unbundled Loop AGG-EELS	Benchmark	90.00%	32	33	96.97%	0.00%	374	2	187.00%	0.00%	-3.48194	-3.12310		
November 2015	Pre-Closing	PO-54(6)	FOCQ on Time for Electronic/LAN LISB	Unbundled Loop AGG-EELS	Benchmark	90.00%	50	50	100.00%	0.00%	374	2	187.00%	0.00%	-0.28825	-1.175897		
October 2015	Billing	BI-3A	Billing Accuracy - Adjustment for Errors	UPIs and Resales Aggregate	Benchmark	95.00%	187,782	98,891	100.00%	0.00%	2	2	100.00%	0.00%	-0.59884	-1.52073		
October 2015	Billing	BI-3B	Billing Accuracy - Adjustment for Errors	UPIs and Resales Aggregate	Benchmark	95.00%	187,782	98,891	100.00%	0.00%	342	342	100.00%	0.00%	-0.31852	-1.02682		
October 2015	Billing	BI-4	Billing Accuracy - Adjustment for Errors	UPIs and Resales Aggregate	Benchmark	95.00%	369	369	100.00%	0.00%	13,344	13,344	100.00%	0.00%	-0.11414	-1.43259		
October 2015	Billing	BI-8	Residential Compression (ADU)	Residential Compression	Benchmark	N/A	906	906	100.00%	0.00%	20,145	20,145	100%	1.60%	12.17%	-1.26623	-1.26623	
October 2015	Outages	OU-1	All	Outage	Benchmark	N/A	4,890,000	4,870,222	1.05	12.25%	303	2	15,150%	0.00%	12.17%	-1.26623	-1.26623	
October 2015	Outages	OU-1C1	All	Outage	Benchmark	N/A	14,143	7,878	0.18	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C2	All	Outage	Benchmark	N/A	38,960	28,890	100.00%	0.00%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C3	All	Outage	Benchmark	N/A	28,890	28,890	100.00%	0.00%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C4	All	Outage	Benchmark	N/A	43,140	43,140	100.00%	0.00%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C5	All	Outage	Benchmark	N/A	41,925	41,925	100.00%	0.00%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C6	All	Outage	Benchmark	N/A	22,800	22,800	100.00%	0.00%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C7	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C8	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C9	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C10	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C11	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C12	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C13	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C14	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C15	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C16	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C17	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C18	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C19	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C20	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C21	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C22	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C23	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C24	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C25	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C26	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C27	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C28	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C29	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C30	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C31	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C32	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C33	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C34	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C35	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C36	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C37	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C38	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C39	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C40	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C41	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C42	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C43	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C44	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C45	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C46	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C47	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C48	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C49	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C50	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C51	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C52	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C53	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C54	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C55	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C56	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C57	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C58	All	Outage	Benchmark	N/A	0	0	0.00%	12.25%	2	2	100.00%	0.00%	0.00%	0.00%	0	0
October 2015	Outages	OU-1C59	All</															

Month	PO Category	PO Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Address Validation)	Diagnostic	NA	27193.32	18,416	1.51							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Address Validation)	Diagnostic	NA	27193.32	18,416	1.51							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Appt. Scheduler)	Diagnostic	NA	3173.91	3,992	0.81							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Appt. Scheduler)	Diagnostic	NA	3173.91	3,992	0.81							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Facility Assignment)	Diagnostic	NA	632.59	1,822	0.35							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Facility Assignment)	Diagnostic	NA	632.59	1,822	0.35							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Facility Assignment)	Diagnostic	NA	1383.88	1,153	1.16							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Facility Assignment)	Diagnostic	NA	1383.88	1,153	1.16							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Facility Check)	Diagnostic	NA	2018.48	1,622	1.24							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Facility Check)	Diagnostic	NA	2018.48	1,622	1.24							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Facility Check)	Diagnostic	NA	3242.40	3,992	0.81							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Facility Check)	Diagnostic	NA	3242.40	3,992	0.81							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Facility Check)	Diagnostic	NA	10520.81	3,960	2.73							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Facility Check)	Diagnostic	NA	10520.81	3,960	2.73							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Get CSR)	Diagnostic	NA	8186.44	7,948	1.00							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Get CSR)	Diagnostic	NA	8186.44	7,948	1.00							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Get CSR)	Diagnostic	NA	6488.00	5,640	1.15							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Get CSR)	Diagnostic	NA	6488.00	5,640	1.15							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Meet Point Inquiry)	Diagnostic	NA	14672.41	7,948	1.85							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Meet Point Inquiry)	Diagnostic	NA	14672.41	7,948	1.85							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Meet Point Inquiry)	Diagnostic	NA	2018.04	1,004	2.01							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Meet Point Inquiry)	Diagnostic	NA	2018.04	1,004	2.01							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Meet Point Inquiry)	Diagnostic	NA	584.34	1,101	0.54							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Meet Point Inquiry)	Diagnostic	NA	584.34	1,101	0.54							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Meet Point Inquiry)	Diagnostic	NA	1101.00	1,101	1.00							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Meet Point Inquiry)	Diagnostic	NA	1101.00	1,101	1.00							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Service Availability)	Diagnostic	NA	3303.30	6,530	0.51							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Service Availability)	Diagnostic	NA	3303.30	6,530	0.51							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Service Availability)	Diagnostic	NA	7100.78	12,042	0.59							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Service Availability)	Diagnostic	NA	7100.78	12,042	0.59							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Service Availability)	Diagnostic	NA	10436.08	6,330	1.60							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Service Availability)	Diagnostic	NA	10436.08	6,330	1.60							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (TN Reservation)	Diagnostic	NA	187.34	884	0.19							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (TN Reservation)	Diagnostic	NA	187.34	884	0.19							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (TN Reservation)	Diagnostic	NA	793.54	1,893	0.36							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (TN Reservation)	Diagnostic	NA	793.54	1,893	0.36							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (TN Reservation)	Diagnostic	NA	1205.17	873	1.29							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (TN Reservation)	Diagnostic	NA	1205.17	873	1.29							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (TN Reservation)	Diagnostic	NA	198.05	194	1.11							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (TN Reservation)	Diagnostic	NA	198.05	194	1.11							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (TN Reservation)	Diagnostic	NA	311.00	311	1.00							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (TN Reservation)	Diagnostic	NA	311.00	311	1.00							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Loop Check XML)	Diagnostic	NA	4817.25	2,863	1.62							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Loop Check XML)	Diagnostic	NA	4817.25	2,863	1.62							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Loop Check XML)	Diagnostic	NA	5120.50	3,205	1.59							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Loop Check XML)	Diagnostic	NA	5120.50	3,205	1.59							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Appt. Scheduler XML)	Diagnostic	NA	8593.14	4,362	1.97							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Appt. Scheduler XML)	Diagnostic	NA	8593.14	4,362	1.97							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Appt. Scheduler XML)	Diagnostic	NA	7344.86	4,372	1.69							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Appt. Scheduler XML)	Diagnostic	NA	7344.86	4,372	1.69							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Get CSR XML)	Diagnostic	NA	6610.25	6,725	0.99							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Get CSR XML)	Diagnostic	NA	6610.25	6,725	0.99							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Get CSR XML)	Diagnostic	NA	27439.23	6,278	4.37							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Get CSR XML)	Diagnostic	NA	27439.23	6,278	4.37							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Loop Check XML)	Diagnostic	NA	3111.00	3,111	1.00							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Loop Check XML)	Diagnostic	NA	3111.00	3,111	1.00							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Loop Check XML)	Diagnostic	NA	3615.34	4,366	0.83							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Loop Check XML)	Diagnostic	NA	3615.34	4,366	0.83							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Service Avail XML)	Diagnostic	NA	14058.96	4,702	2.99							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Service Avail XML)	Diagnostic	NA	14058.96	4,702	2.99							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Service Avail XML)	Diagnostic	NA	2927.26	2,987	0.98							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Service Avail XML)	Diagnostic	NA	2927.26	2,987	0.98							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Connecting Fac Assign XML)	Diagnostic	NA	5531.64	1,487	3.72							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Connecting Fac Assign XML)	Diagnostic	NA	5531.64	1,487	3.72							
October 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Diagnostic	NA	312	308	84.55%							
October 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Diagnostic	NA	312	308	84.55%							
October 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Diagnostic	NA	2	9	22.22%							
October 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Diagnostic	NA	2	9	22.22%							
October 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Diagnostic	NA	80	103	77.67%							
October 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Diagnostic	NA	80	103	77.67%							
October 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Diagnostic	NA	37	37	100.00%							
October 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Diagnostic	NA	37	37	100.00%							
October 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Diagnostic	NA	2	2	100.00%							
October 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Diagnostic	NA	2	2	100.00%							
October 2015	Pre-Ordering	PO-3X	Electronic LSRs Requested Manually	Diagnostic	NA	31;90	17	1;51							
October 2015	Pre-Ordering	PO-3X	Electronic LSRs Requested Manually	Diagnostic	NA	31;90	17	1;51							
October 2015	Pre-Ordering	PO-3A(4)	FOCs on Time for Fully Electronic LSRs	Benchmark	95.00%	2	2	100.00%							
October 2015	Pre-Ordering	PO-3A(4)	FOCs on Time for Fully Electronic LSRs	Benchmark	95.00%	2	2	100.00%							
October 2015	Pre-Ordering	PO-3A(4)	FOCs on Time for Fully Electronic LSRs	Benchmark	95.00%	72	72	100.00%							
October 2015	Pre-Ordering	PO-3A(4)	FOCs on Time for Fully Electronic LSRs	Benchmark	95.00%	72	72	100.00%							
October 2015	Pre-Ordering	PO-3A(4)	FOCs on Time for Fully Electronic LSRs	Benchmark	95.00%	299	299	100.00%							
October 2015	Pre-Ordering	PO-3A(4)	FOCs on Time for Fully Electronic LSRs	Benchmark	95.00%	299	299	100.00%							
October 2015	Pre-Ordering	PO-3B(4)	FOCs on Time for Electronic Manual LSRs	Benchmark	90.00%	2	2	100.00%							
October 2015	Pre-Ordering	PO-3B(4)	FOCs on Time for Electronic Manual LSRs	Benchmark	90.00%	2	2	100.00%							
October 2015	Pre-Ordering	PO-3B(4)	FOCs on Time for Electronic Manual LSRs	Benchmark	90.00%	41	41	100.00%							
October 2015	Pre-Ordering	PO-3B(4)	FOCs on Time for Electronic Manual LSRs	Benchmark	90.00%	41	41	100.00%							
October 2015	Pre-Ordering	PO-3C(4)	FOCs on Time for manual LSRs via Franchise	Benchmark	90.00%	50	50	100.00%							
October 2015	Pre-Ordering	PO-3C(4)	FOCs on Time for manual LSRs via Franchise	Benchmark	90.00%	50	50	100.00%							
October 2015	Pre-Ordering	PO-3D	FOCs provided for ASRs requesting LIS Trunks	Benchmark	85.00%	3	3								