

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

Kent Blickensderfer
State Legislative Affairs Director



December 19, 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 November 2015 through November 2016;
and
2. Payment Report for the month of October 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 19th day of December, 2016, the foregoing Performance Results Report for the months of November 2015 through November 2016 and the Payment Report for the month of October 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 - OCTOBER 2016

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

NO DATA



Qwest Corporation (Qwest or CTL-Q) Performance Results

North Dakota

November 2015 - November 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.

December 9, 2016

CenturyLink QC Performance Results – Current 271 PID

Month	PD Category	PD Title	Product Category	Standard	Impact	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CLEC-D Numerator	CLEC-D Result	CLEC-D Standard Deviation	Month 2 Score	Final Score
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Priority Assignment)	Diagnosis	N/A	522/41	3/14	0.00%						
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Priority Check)	Diagnosis	N/A	421/87	3/69	0.00%						
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Priority Check)	Diagnosis	N/A	153/209	3/90	0.00%						
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Priority Check)	Diagnosis	N/A	804/80	7/40	1.04						
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Get CSR)	Diagnosis	N/A	683/64	5/82	1.17						
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Get CSR)	Diagnosis	N/A	1483/24	7/40	1.85						
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Meet Point Inquiry)	Diagnosis	N/A	230/30	1/28	2.10						
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Meet Point Inquiry)	Diagnosis	N/A	82/16	1/28	2.67						
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Service Availability)	Diagnosis	N/A	361/82	6/70	0.54						
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Service Availability)	Diagnosis	N/A	715/84	12/58	0.58						
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Service Availability)	Diagnosis	N/A	113/36	6/70	1.86						
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (TN Reservation)	Diagnosis	N/A	79/40	1/95	0.40						
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (TN Reservation)	Diagnosis	N/A	274/12	1/95	1.21						
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (TN Reservation)	Diagnosis	N/A	253/29	3/47	0.87						
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Loop Out Tool)	Diagnosis	N/A	523/81	2/51	19.01						
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Loop Out Tool)	Diagnosis	N/A	543/30	3/47	15.87						
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Address Validation XML)	Diagnosis	N/A	854/20	4/58	1.70						
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Apk Schedule XML)	Diagnosis	N/A	780/30	4/88	1.90						
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Priority Check XML)	Diagnosis	N/A	873/30	6/15	9.71						
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Loop Out Tool XML)	Diagnosis	N/A	253/29	3/47	0.87						
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Loop Out Tool XML)	Diagnosis	N/A	367/80	7/66	5.01						
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Service Avail XML)	Diagnosis	N/A	152/84	4/89	3.12						
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Service Avail XML)	Diagnosis	N/A	382/80	3/219	1.20						
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Time (Connecting Pre-Assign XML)	Diagnosis	N/A	563/88	1/28	3.48						
July 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Diagnosis	N/A	177	70.65%							
July 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Diagnosis	N/A	5	95.98%							
July 2016	Pre-Ordering	PO-2A	All Through-Through LSRs	Diagnosis	N/A	82	95.98%							
July 2016	Pre-Ordering	PO-2B	All Through-Through LSRs	Diagnosis	N/A	152	94.00%							
July 2016	Pre-Ordering	PO-2B	All Through-Through LSRs	Diagnosis	N/A	5	100.00%							
July 2016	Pre-Ordering	PO-2C	All Through-Through LSRs	Diagnosis	N/A	52	92.00%							
July 2016	Pre-Ordering	PO-2C	Electronic LSRs Requested Manually	Diagnosis	N/A	14/51	11	1.21						
July 2016	Pre-Ordering	PO-2A(4)	FOC on Time for Full Electronic LSRs	Benchmark	95.00%	4	100.00%							
July 2016	Pre-Ordering	PO-2A(4)	FOC on Time for Full Electronic LSRs	Benchmark	95.00%	47	100.00%							
July 2016	Pre-Ordering	PO-2A(4)	FOC on Time for Full Electronic LSRs	Benchmark	95.00%	117	100.00%							
July 2016	Pre-Ordering	PO-2B(4)	FOC on Time for Electronic Manual LSRs	Benchmark	95.00%	24	24	100.00%						
July 2016	Pre-Ordering	PO-2B(4)	FOC on Time for Electronic Manual LSRs	Benchmark	95.00%	38	38	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	FOC provided for ASRs requesting US Trucks	Benchmark	85.00%	7	7	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbounded Loops	Benchmark	85.00%	2	2	50.00%		50.00%	0	13	0.00%	0.00%
July 2016	Pre-Ordering	PO-2C(4)	Unbounded Loops and Number Possibility	Party by Design	N/A	149	149	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	177/330	177/330	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days	Party by Design	N/A	737	737	100.00%						
July 2016	Pre-Ordering	PO-2C(4)	Unbound Delivered within 10 Days											

Month	Product Category	Product Title	Product Category	Standard	Benchmark	CTEC Numerator	CTEC Denominator	CTEC Result	CTEC Standard Deviator	CTLO Numerator	CTLO Denominator	CTLO Result	CTLO Standard Deviator	Modified Z Score	Parity Score
April 2016	Pre-Ordering	PO-C	LSRs Attached to Month	Diagnostic	NA	2133	1	2133	0.00%	0	1	0.00%	0.00%	-1.18182	-1.707031
April 2016	Pre-Ordering	PO-3C	Electronic LSRs Attached Monthly	Diagnostic	NA	18	1	18	0.00%	0	1	0.00%	0.00%	-1.18182	-1.707031
April 2016	Pre-Ordering	PO-SA(4)	FOC on Time for Fully Electronic LSRs	Benchmark	95.00%	49	5	9.80%	100.00%	0	5	0.00%	0.00%	-1.18182	-1.707031
April 2016	Pre-Ordering	PO-SA(6)	FOC on Time for Fully Electronic LSRs	Benchmark	95.00%	49	49	100.00%	100.00%	0	49	0.00%	0.00%	-1.18182	-1.707031
April 2016	Pre-Ordering	PO-SB(4)	FOC on Time for Electronic Manual LSRs	Benchmark	90.00%	127	127	100.00%	100.00%	0	127	0.00%	0.00%	-1.18182	-1.707031
April 2016	Pre-Ordering	PO-SB(6)	FOC on Time for Electronic Manual LSRs	Benchmark	90.00%	35	35	100.00%	100.00%	0	35	0.00%	0.00%	-1.18182	-1.707031
April 2016	Pre-Ordering	PO-3C(4)	FOC on Time for Electronic Manual LSRs	Benchmark	90.00%	28	28	100.00%	100.00%	0	28	0.00%	0.00%	-1.18182	-1.707031
April 2016	Pre-Ordering	PO-3C(6)	FOC on Time for Electronic Manual LSRs	Benchmark	90.00%	1	1	100.00%	100.00%	0	1	0.00%	0.00%	-1.18182	-1.707031
April 2016	Pre-Ordering	PO-SB(4)	FOC on Time for ASRs requesting LSR Trunks	Benchmark	90.00%	0	0	0.00%	0.00%	0	0	0.00%	0.00%	-1.18182	-1.707031
April 2016	Pre-Ordering	PO-SB(6)	FOC on Time for ASRs requesting LSR Trunks	Benchmark	90.00%	0	0	0.00%	0.00%	0	0	0.00%	0.00%	-1.18182	-1.707031
March 2016	Billing	BI-2	Invoices Delivered within 10 Days	Parity by Design	NA	187	187	99.47%	100.00%	0	187	0.00%	0.00%	-1.18182	-1.707031
March 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	Diagnostic	NA	177,008	177,008	100.00%	100.00%	0	177,008	0.00%	0.00%	-1.18182	-1.707031
March 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Diagnostic	NA	782	782	100.00%	100.00%	0	782	0.00%	0.00%	-1.18182	-1.707031
March 2016	Billing	BI-4A	UNE and Resale Aggregate	Parity	NA	272	272	100.00%	100.00%	4,355	4,378	99.47%	7.23%	-1.18182	-1.707031
March 2016	Billing	BI-4B	UNE and Resale Aggregate	Parity	NA	782	782	100.00%	100.00%	0	782	0.00%	0.00%	-1.18182	-1.707031
March 2016	Churns/Upchurns	DR-IC-1	Response Compression (MOU)	Diagnostic	NA	2,863,313	2,774,218	96.91%	100.00%	0	2,774,218	0.00%	0.00%	-1.18182	-1.707031
March 2016	Churns/Upchurns	DR-IC-2	Response Compression (MOU)	Diagnostic	NA	30,600	30,600	100.00%	100.00%	0	30,600	0.00%	0.00%	-1.18182	-1.707031
March 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	Diagnostic	NA	30,600	30,600	100.00%	100.00%	0	30,600	0.00%	0.00%	-1.18182	-1.707031
March 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	Diagnostic	NA	30,600	30,600	100.00%	100.00%	0	30,600	0.00%	0.00%	-1.18182	-1.707031
March 2016	Electronic Gateway Availability	GA-2	Gateway Availability - Repair	Diagnostic	NA	30,600	30,600	100.00%	100.00%	0	30,600	0.00%	0.00%	-1.18182	-1.707031
March 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	Diagnostic	NA	43,300	43,300	100.00%	100.00%	0	43,300	0.00%	0.00%	-1.18182	-1.707031
March 2016	Electronic Gateway Availability	GA-4	System Availability - SR	Diagnostic	NA	42,180	42,180	100.00%	100.00%	0	42,180	0.00%	0.00%	-1.18182	-1.707031
March 2016	Electronic Gateway Availability	GA-5	System Availability - SR	Diagnostic	NA	22,860	22,860	100.00%	100.00%	0	22,860	0.00%	0.00%	-1.18182	-1.707031
March 2016	Maintenance and Repair	MR-5B	All Trunks Cleared w/ 1 Hour-Zone 2	Parity	NA	0	0	0.00%	0.00%	0	0	0.00%	0.00%	-1.18182	-1.707031
March 2016	Maintenance and Repair	MR-5B	All Trunks Cleared w/ 1 Hour-Zone 2	Parity	NA	1	1	100.00%	100.00%	0	1	0.00%	0.00%	-1.18182	-1.707031
March 2016	Maintenance and Repair	MR-5B	All Trunks Cleared w/ 1 Hour-Zone 2	Parity	NA	1	4	25.00%	0.00%	0	2	0.00%	0.00%	-1.18182	-1.707031
March 2016	Maintenance and Repair	MR-5B	All Trunks Cleared w/ 1 Hour-Zone 2	Parity	NA	1	1	100.00%	100.00%	0	1	0.00%	0.00%	-1.18182	-1.707031
March 2016	Maintenance and Repair	MR-5B	All Trunks Cleared w/ 1 Hour-Zone 2	Parity	NA	2	2	100.00%	100.00%	0	2	0.00%	0.00%	-1.18182	-1.707031
March 2016	Maintenance and Repair	MR-5B	All Trunks Cleared w/ 1 Hour-Zone 2	Parity	NA	527	1	0.19%	0.00%	10,528	10,529	62.30%	48.46%	-1.02834	-1.861195
March 2016	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	Parity	NA	0.04	1	0.04%	0.00%	0.00	0.00	0.00%	0.00%	-0.843345	-1.381128
March 2016	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	Parity	NA	0.04	1	0.04%	0.00%	0.00	0.00	0.00%	0.00%	-0.843345	-1.381128
March 2016	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	Parity	NA	3.98	1	3.98%	0.00%	0.00	0.00	0.00%	0.00%	-0.843345	-1.381128
March 2016	Maintenance and Repair	MR-5E	Mean Time to Restore Interval Zone 2	Parity	NA	187,051	35	0.02%	0.00%	10,548	10,548	74.28%	74.28%	-1.282185	-1.78658
March 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Parity	NA	0	1	0.00%	0.00%	0	1	0.00%	0.00%	-3.410287	-3.073313
March 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Parity	NA	0	1	0.00%	0.00%	0	1	0.00%	0.00%	-3.410287	-3.073313
March 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Parity	NA	0	1	0.00%	0.00%	0	1	0.00%	0.00%	-3.410287	-3.073313
March 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Parity	NA	0	1	0.00%	0.00%	0	1	0.00%	0.00%	-3.410287	-3.073313
March 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Parity	NA	0	1	0.00%	0.00%	0	1	0.00%	0.00%	-3.410287	-3.073313
March 2016	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	11,860	0.01%	0.00%	0.00%	225	18,728	1.20%	10.89%	-0.832578	-1.518301
March 2016	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	0	60	0.00%	0.00%	0	213	0.84%	9.64%	-0.314673	-1.181429
March 2016	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	4	833	0.48%	6.82%	0	59	0.00%	0.00%	-0.314673	-1.181429
March 2016	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	0	304	0.00%	3.46%	0	89	0.00%	0.00%	-0.314673	-1.181429
March 2016	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	1	838	0.12%	3.46%	2	219	0.81%	9.51%	-1.09964	-1.681189
March 2016	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	35	538	6.32%	7.88%	2	262	0.37%	3.78%	-2.382174	-2.643338
March 2016	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	0	888	0.00%	0.00%	0	888	0.00%	0.00%	-2.382174	-2.643338
March 2016	Maintenance and Repair	MR-8	Trouble Rate	Parity	NA	0	1,382	0.00%	0.00%	2	30,248	0.37%	3.78%	-2.382174	-2.643338
March 2016	Network Performance	NP-1C	Trunk Blockage to CTLO End Ofc w/ TCSR and	Diagnostic	NA	0	888	0.00%	0.00%	0	888	0.00%	0.00%	-2.382174	-2.643338
March 2016	Network Performance	NP-1D	Trunk Blockage to CTLO End Ofc w/ TCSR and	Diagnostic	NA	0	888	0.00%	0.00%	0	888	0.00%	0.00%	-2.382174	-2.643338
March 2016	Network Performance	NP-1A	Interval for Pending Orders Delayed Past Due Date	Parity	NA	323	7	46.14%	5.37	6,800	18	377.78%	291.38%	-2.555104	-2.533803
March 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Parity	NA	7	7	100.00%	0.00%	4	18	22.22%	0.00%	3.718616	1.281001
March 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Benchmark	90.00%	9	10	90.00%	0.00%	2	2	100.00%	0.00%	0.00%	0.00%
March 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Benchmark	90.00%	5	5	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
March 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Benchmark	6.00	3	1	33.33%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
March 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Benchmark	6.00	21	5	3.33%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
March 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Benchmark	6.00	25	5	5.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%

Month	PID Category	PID	PID Title	Response	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	Party Score 1
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Email Inquiries)	RESPONSE TOTAL	Product Category	Diagnostic	N/A	828.18	1,187	69.4							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Email Inquiries)	REQUEST	Product Category	Diagnostic	N/A	348.72	6,211	5.62							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE TOTAL	Product Category	Diagnostic	N/A	7,757.42	12,829	60.5							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	REQUEST	Product Category	Diagnostic	N/A	1,247.12	6,711	18.6							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	ACCEPT	Product Category	Diagnostic	N/A	201.20	1,005	0.20							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	REQUEST	Product Category	Diagnostic	N/A	727.18	1,798	0.41							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	REQUEST	Product Category	Diagnostic	N/A	1,122.50	880	1.32							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	REQUEST	Product Category	Diagnostic	N/A	2,529.80	1,798	1.44							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	REQUEST	Product Category	Diagnostic	N/A	5,129.24	2,884	1.76							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	5,333.54	3,639	1.47							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	5,333.54	3,639	1.47							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	8,964.51	4,473	1.87							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	7,468.20	4,610	1.62							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	6,722.23	6,823	9.71							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	2,023.87	6,273	4.19							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	3,981.24	3,771	1.22							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	1,588.64	4,986	3.14							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	3,832.10	3,213	1.10							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	5,573.56	1,897	3.48							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	134	183	81.1%							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	48	77	62.86%							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	13	12	100.00%							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	48	3	100.00%							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	48	48	100.00%							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	4029	2	20.14							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	30.15	10	3.32							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	182	2	100.00%							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	180,527	180,527	100.00%							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	808	808	100.00%							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	209	209	100.00%							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	1,167,050	2,857,008	41.20							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	823.77	4,185	19.69%							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	23,880	23,880	100.00%							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	23,880	23,880	100.00%							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	23,880	23,880	100.00%							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	42,840	42,840	100.00%							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	41,265	41,265	100.00%							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	21,000	21,000	100.00%							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	1	3	33.33%							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	1	3	33.33%							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	5	8	62.50%							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	5	1	20.00%							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	13,47	3	4.18							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	21,32	5	4.18							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	2,100	3	0.14%							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	139.84	18	7.16							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	0	5	0.00%							
February 2016	Pre-Ordering	PO-14M GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Product Category	Diagnostic	N/A	0	5	0.00%							

Month	MO Category	PO	PO Title	Product Category	Standard	Benchmark	CLEC Numbers	CLEC Decreaser	CLEC Standard Deviator	CTL-O Numerator	CTL-O Denominator	CTL-O Result	CTL-O Standard Deviator	Modified Z Score	Party Score
December 2015	Ordering and Provisioning	PO-3E	Interval Zone 2 Areas	Unbundled Loop - DST Capable	Party	NA	1	1	100.00%						
December 2015	Ordering and Provisioning	PO-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.0%	8	3	100.00%						
December 2015	Ordering and Provisioning	PO-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	9	3	3.00						
December 2015	Ordering and Provisioning	PO-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	24	8	4.00						
December 2015	Ordering and Provisioning	PO-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Party	NA	39	6	4.00						
December 2015	Ordering and Provisioning	PO-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Party	NA	5	5	100.00%						
December 2015	Ordering and Provisioning	PO-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Party	NA	1	1	100.00%						
December 2015	Ordering and Provisioning	PO-5A	New Service Installation Quality	Unbundled Loop - DST Capable	Party	NA	1	1	100.00%						
December 2015	Ordering and Provisioning	PO-5B	New Service Installation Quality	Unbundled Loop Analog	Party	NA	7	8	87.50%						
December 2015	Ordering and Provisioning	PO-5C	Number Portability Timeliness without Loop Cord	LNP	Benchmark	95.00%	198	108	100.00%						
December 2015	Ordering and Provisioning	PO-5A	Pre-Order Response Time (Address Validation)	REQUEST	Diagnostic	NA	6485.02	18.103	0.34						
December 2015	Ordering and Provisioning	PO-5A	Pre-Order Response Time (Address Validation)	TOTAL	Diagnostic	NA	15171.20	12.976	1.20						
December 2015	Ordering and Provisioning	PO-5A	Pre-Order Response Time (Address Validation)	REQUEST	Diagnostic	NA	22682.22	15.103	1.15						
December 2015	Ordering and Provisioning	PO-5A	Pre-Order Response Time (Address Validation)	TOTAL	Diagnostic	NA	3462.50	4.415	0.42						
December 2015	Ordering and Provisioning	PO-5A	Pre-Order Response Time (Appt. Scheduler)	REQUEST	Diagnostic	NA	701.51	1.711	0.41						
December 2015	Ordering and Provisioning	PO-5A	Pre-Order Response Time (Facility Assignment)	REQUEST	Diagnostic	NA	1387.20	1.310	1.13						
December 2015	Ordering and Provisioning	PO-5A	Pre-Order Response Time (Facility Assignment)	TOTAL	Diagnostic	NA	2068.81	1.711	1.21						
December 2015	Ordering and Provisioning	PO-5A	Pre-Order Response Time (Facility Check)	REQUEST	Diagnostic	NA	3263.53	3.881	0.83						
December 2015	Ordering and Provisioning	PO-5A	Pre-Order Response Time (Facility Check)	TOTAL	Diagnostic	NA	7583.35	3.709	2.04						
December 2015	Ordering and Provisioning	PO-5A	Pre-Order Response Time (Facility Check)	REQUEST	Diagnostic	NA	10760.89	3.881	2.77						
December 2015	Ordering and Provisioning	PO-5A	Pre-Order Response Time (Facility Check)	TOTAL	Diagnostic	NA	18951.64	5.882	1.37						
December 2015	Ordering and Provisioning	PO-5A	Pre-Order Response Time (Get CSR)	REQUEST	Diagnostic	NA	1875.48	7.877	1.95						
December 2015	Ordering and Provisioning	PO-5A	Pre-Order Response Time (Get CSR)	TOTAL	Diagnostic	NA	2301.60	1.086	2.10						
December 2015	Ordering and Provisioning	PO-5A	Pre-Order Response Time (Meet Point Inquiry)	REQUEST	Diagnostic	NA	663.18	1.134	0.69						
December 2015	Ordering and Provisioning	PO-5A	Pre-Order Response Time (Meet Point Inquiry)	TOTAL	Diagnostic	NA	2664.74	1.086	2.71						
December 2015	Ordering and Provisioning	PO-5A	Pre-Order Response Time (Service Availability)	REQUEST	Diagnostic	NA	3075.10	6.682	0.91						
December 2015	Ordering and Provisioning	PO-5A	Pre-Order Response Time (Service Availability)	TOTAL	Diagnostic	NA	11462.25	12.871	0.91						
December 2015	Ordering and Provisioning	PO-5A	Pre-Order Response Time (Get CSR)	ACCEPT	Diagnostic	NA	223.18	1.958	0.31						
December 2015	Ordering and Provisioning	PO-5A	Pre-Order Response Time (TI Reservation)	REQUEST	Diagnostic	NA	785.48	1.884	0.42						
December 2015	Ordering and Provisioning	PO-5A	Pre-Order Response Time (TI Reservation)	TOTAL	Diagnostic	NA	1214.12	8.86	1.27						
December 2015	Ordering and Provisioning	PO-5A	Pre-Order Response Time (TI Reservation)	REQUEST	Diagnostic	NA	2231.78	1.884	1.18						
December 2015	Ordering and Provisioning	PO-5A	Pre-Order Response Time (Loop Dual Tools)	REQUEST	Diagnostic	NA	2383.80	3.279	0.87						
December 2015	Ordering and Provisioning	PO-5A	Pre-Order Response Time (Loop Dual Tools)	TOTAL	Diagnostic	NA	6187.89	2.999	18.91						
December 2015	Ordering and Provisioning	PO-5A	Pre-Order Response Time (Loop Dual Tools)	REQUEST	Diagnostic	NA	8827.45	4.451	1.95						
December 2015	Ordering and Provisioning	PO-5A	Pre-Order Response Time (Loop Dual Tools)	TOTAL	Diagnostic	NA	11912.27	4.483	1.69						
December 2015	Ordering and Provisioning	PO-5A	Pre-Order Response Time (Facility Check XML)	REQUEST	Diagnostic	NA	6753.80	6.852	9.90						
December 2015	Ordering and Provisioning	PO-5A	Pre-Order Response Time (Facility Check XML)	TOTAL	Diagnostic	NA	28211.89	6.182	4.24						
December 2015	Ordering and Provisioning	PO-5A	Pre-Order Response Time (Loop Dual Tools XML)	REQUEST	Diagnostic	NA	45113.46	3.227	13.98						
December 2015	Ordering and Provisioning	PO-5A	Pre-Order Response Time (Loop Dual Tools XML)	TOTAL	Diagnostic	NA	3682.20	7.74	5.01						
December 2015	Ordering and Provisioning	PO-5A	Pre-Order Response Time (Service Avail XML)	REQUEST	Diagnostic	NA	15182.72	4.856	3.12						
December 2015	Ordering and Provisioning	PO-5A	Pre-Order Response Time (Service Avail XML)	TOTAL	Diagnostic	NA	6111.88	1.546	3.93						
December 2015	Ordering and Provisioning	PO-5A	Pre-Order Response Time (Continuity Per Loop XML)	REQUEST	Diagnostic	NA	183	238	80.75%						
December 2015	Ordering and Provisioning	PO-5A	Pre-Order Response Time (Continuity Per Loop XML)	TOTAL	Diagnostic	NA	183	238	80.75%						
December 2015	Ordering and Provisioning	PO-5A	AI Electronic LSRs	Reale Aggregate W/O UNE-P-POTS	Diagnostic	NA	4	10	40.00%						
December 2015	Ordering and Provisioning	PO-5A	AI Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	NA	139	231	60.17%						
December 2015	Ordering and Provisioning	PO-5A	AI Through-Through Eligible LSRs	Reale Aggregate W/O UNE-P-POTS	Diagnostic	NA	193	193	100.00%						
December 2015	Ordering and Provisioning	PO-5B	AI Through-Through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	NA	4	4	100.00%						
December 2015	Ordering and Provisioning	PO-5C	Electronic LSRs Relieved Manually	Product Aggregate	Diagnostic	NA	139	139	100.00%						
December 2015	Ordering and Provisioning	PO-5C	Electronic LSRs Relieved Manually	Product Aggregate	Diagnostic	NA	9226	19	3.91						
December 2015	Ordering and Provisioning	PO-5A(4)	FOCs on Time for Fully Electronic LSRs	Reale Aggregate	Benchmark	95.00%	4	4	100.00%						
December 2015	Ordering and Provisioning	PO-5A(4)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	141	141	100.00%						
December 2015	Ordering and Provisioning	PO-5A(4)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	178	178	100.00%						
December 2015	Ordering and Provisioning	PO-5B(4)	FOCs on Time for Electronic/Manual LSRs	Reale Aggregate	Benchmark	90.00%	1	1	100.00%						
December 2015	Ordering and Provisioning	PO-5B(4)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	95	95	100.00%						
December 2015	Ordering and Provisioning	PO-5B(4)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	40	40	97.30%						

