

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

Kent Blickensderfer
State Legislative Affairs Director



January 23, 2017

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 December 2015 through December 2016;
and
2. Payment Report for the month of November 2016.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Blickensderfer".

Kent Blickensderfer
State Legislative Affairs Director

KB/bardm

Enclosures

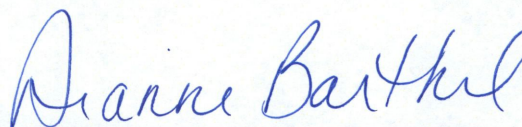
CERTIFICATE OF SERVICE

I hereby certify that on this 23rd day of January, 2017, the foregoing Performance Results Report for the months of December 2015 through December 2016 and the Payment Report for the month of November 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 - NOVEMBER 2016

State	Reporting Period	PID	PID Description	Product	Current Month Payment	Incremental Rerun Payment	Interest	Total Monthly Payment
ND	11/01/2016	Total Payments			2700	0	0	2700
ND	11/01/2016	MR-6E	Mean Time to Restore	UBL_DS1	2700	0	0	2700



Qwest Corporation (Qwest or CTL-Q) Performance Results

North Dakota

December 2015 - December 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.

January 10, 2017

CenturyLink QC Performance Results – Current 271 PID

Month	Category	PO	PO Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Mean	CLEC Standard Deviation	CTI-Q Numerator	CTI-Q Denominator	CTI-Q Mean	CTI-Q Standard Deviation	Modified Z Score	Party Score
November 2016	Maintenance and Repair	MR-2E	Repair Request Report Rate-2e	Unbridled Loop Analog	Party	N/A	0	0	0.00%	24.54%	0	0	0.00%	0.00%	-1.36409	-1.83265
November 2016	Maintenance and Repair	MR-3	Repair Request Report Rate-3e	Unbridled Loop Analog	Party	N/A	0	0	0.00%	24.54%	0	0	0.00%	0.00%	-1.36409	-1.83265
November 2016	Maintenance and Repair	MR-3	Repair Request Report Rate-3e	Enhanced Extended Loop - DS1 Capable	Party	N/A	62	62	100.00%	21.45%	1	1	100.00%	20.79%	-0.16591	-1.13204
November 2016	Maintenance and Repair	MR-3	Trunk Rate	Unbridled Loop Analog	Party	N/A	0	12,260	0.00%	0.00%	1	12,216	0.01%	0.01%	-0.70771	-1.00874
November 2016	Maintenance and Repair	MR-3	Trunk Rate	Unbridled Loop Analog	Party	N/A	0	58	0.00%	0.00%	289	18,338	1.71%	12.85%	-0.21769	-1.32333
November 2016	Maintenance and Repair	MR-3	Trunk Rate	Unbridled Loop Analog	Party	N/A	3	832	0.36%	5.99%	0	0	0.00%	0.00%	-0.97928	-1.36579
November 2016	Maintenance and Repair	MR-3	Trunk Rate	Unbridled Loop - 2 Wires Non-Loaded	Party	N/A	5	255	1.96%	13.84%	0	51	0.00%	0.00%	-0.28193	-0.34845
November 2016	Maintenance and Repair	MR-3	Trunk Rate	Unbridled Loop - 2 Wires Non-Loaded	Party	N/A	50	5,186	0.96%	7.54%	9	1,045	0.86%	20.64%	-0.19074	-0.26174
November 2016	Maintenance and Repair	MR-3	Trunk Rate	Unbridled Loop Analog	Party	N/A	0	1,512	0.00%	0.00%	353	21,553	1.63%	11.25%	-1.12878	-3.30561
November 2016	Network Performance	NH-1A	Trunk Blockage to CTI-Loop Open w/ TCSR and	Unbridled Loop Analog	Party	N/A	0	888	0.00%	0.00%	0	0	0.00%	0.00%	-0.64832	-1.36409
November 2016	Network Performance	NH-1B	Trunk Blockage to CTI-Loop Open w/ TCSR and	Unbridled Loop Analog	Party	N/A	1	1,538	0.07%	0.00%	0	0	0.00%	0.00%	-0.64832	-1.36409
November 2016	Network Performance	NH-1C	Trunk Blockage to CTI-Loop Open w/ TCSR and	Unbridled Loop Analog	Party	N/A	0	888	0.00%	0.00%	0	0	0.00%	0.00%	-0.64832	-1.36409
November 2016	Network Performance	NH-1D	Interval for Pending Orders Delayed First Due Date	Unbridled Loop Analog	Party	N/A	78	1	78.00%	0.00%	8,181	24	343.04	366.14	-0.64832	-1.36409
November 2016	Ordering and Provisioning	OP-3E	Ordering and Provisioning for Facilities	Unbridled Loop Analog	Party	N/A	2	2	100.00%	0.00%	7	24	29.17%	45.45%	3.71916	1.26101
November 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbridled Loop Analog	Benchmark	90.00%	7	7	100.00%	0.00%	4	4	100.00%	0.00%	0.00%	0.00%
November 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbridled Loop Analog	Party	N/A	36	2	18.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbridled Loop Analog	Benchmark	8.00	36	7	3.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbridled Loop Analog	Party	N/A	2	2	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Ordering and Provisioning	OP-5A	New Services Installation Quality	Unbridled Loop Analog	Party	N/A	2	2	100.00%	0.00%	4	4	100.00%	0.00%	0.00%	0.00%
November 2016	Ordering and Provisioning	OP-5A	New Services Installation Quality	Unbridled Loop Analog	Party	N/A	7	7	100.00%	0.00%	141	150	94.00%	23.75%	0.31846	-0.86337
November 2016	Ordering and Provisioning	OP-5C	Number Portability, Timeliness without Loop Cord	Unbridled Loop Analog	Benchmark	95.00%	188	188	100.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Address Validation)	REQUEST	Diagnostic	N/A	6417.18	19,446	0.33	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Address Validation)	RESPONSE	Diagnostic	N/A	15893.80	13,076	1.20	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Address Validation)	TOTAL	Diagnostic	N/A	22110.78	19,446	1.14	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3072.24	4,287	0.72	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Appt. Scheduler)	RESPONSE	Diagnostic	N/A	3064.94	4,287	0.84	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Appt. Scheduler)	TOTAL	Diagnostic	N/A	6137.18	8,574	1.56	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Facility Assignment)	REQUEST	Diagnostic	N/A	1314.60	1,253	1.05	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Facility Assignment)	RESPONSE	Diagnostic	N/A	2018.98	1,718	1.18	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Facility Assignment)	TOTAL	Diagnostic	N/A	3083.57	3,071	0.81	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Facility Check)	REQUEST	Diagnostic	N/A	7957.00	3,650	2.18	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Facility Check)	RESPONSE	Diagnostic	N/A	11000.67	3,807	2.90	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Facility Check)	TOTAL	Diagnostic	N/A	18957.67	7,457	1.59	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Get CSR)	REQUEST	Diagnostic	N/A	6072.59	7,251	0.84	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Get CSR)	RESPONSE	Diagnostic	N/A	14554.99	7,831	1.86	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Get CSR)	TOTAL	Diagnostic	N/A	21227.58	15,082	1.50	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2284.37	1,025	2.09	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	603.72	1,161	0.52	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2888.09	1,003	2.84	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Service Availability)	REQUEST	Diagnostic	N/A	3804.08	6,793	0.56	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Service Availability)	RESPONSE	Diagnostic	N/A	7014.70	12,754	0.55	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Service Availability)	TOTAL	Diagnostic	N/A	10818.78	6,793	1.59	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (TN Reservation)	REQUEST	Diagnostic	N/A	2105.00	1,019	2.07	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (TN Reservation)	RESPONSE	Diagnostic	N/A	733.05	1,019	0.36	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (TN Reservation)	TOTAL	Diagnostic	N/A	1368.95	1,019	1.28	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Loop Qual Tool)	REQUEST	Diagnostic	N/A	2303.19	860	1.22	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Loop Qual Tool)	RESPONSE	Diagnostic	N/A	3206.04	3,494	0.66	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-MA GUI	Pre-Order Response Time (Loop Qual Tool)	TOTAL	Diagnostic	N/A	5509.23	3,494	1.58	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Time (Address Validation XML)	REQUEST	Diagnostic	N/A	5509.87	4,523	1.90	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Time (Address Validation XML)	RESPONSE	Diagnostic	N/A	6905.32	6,918	0.92	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Time (Address Validation XML)	TOTAL	Diagnostic	N/A	12415.19	6,918	1.78	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Time (Facility Check XML)	REQUEST	Diagnostic	N/A	28168.94	6,321	4.14	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Time (Facility Check XML)	RESPONSE	Diagnostic	N/A	47050.86	3,368	13.97	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Time (Facility Check XML)	TOTAL	Diagnostic	N/A	75219.80	3,368	22.51	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Time (Loop Qual Tool XML)	REQUEST	Diagnostic	N/A	4011.35	788	5.11	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Time (Loop Qual Tool XML)	RESPONSE	Diagnostic	N/A	15917.40	4,780	3.33	0.00	0	0	0.00%	0.00%	0.00%	0.00%
November 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Time (Loop Qual Tool XML)	TOTAL	Diagnostic	N/A	19928.75	4,780	4.17	0.00	0	0	0.00%	0.00%	0.00%	0.00%

Month	Product Category	PID	PID Title	PID Category	Standard	Benchmark	CEC Numerator	CEC Denominator	CEC Result	CEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Party Score
October 2016	Ordering and Provisioning	OP-3E	Internal Zone 2 Areas	Ordering and Provisioning	90.00%	90.00%	6	6	75.00%	0.00%						
October 2016	Ordering and Provisioning	OP-3E	Internal Zone 2 Areas	Ordering and Provisioning	90.00%	90.00%	2	2	100.00%	0.00%						
October 2016	Ordering and Provisioning	OP-3E	Internal Zone 2 Areas	Ordering and Provisioning	90.00%	90.00%	17	17	88.47%	0.00%						
October 2016	Ordering and Provisioning	OP-4E	Internal Zone 2 Areas	Ordering and Provisioning	6.00	6.00	28	28	3.25	0.00%						
October 2016	Ordering and Provisioning	OP-4E	Internal Zone 2 Areas	Ordering and Provisioning	6.00	6.00	1	1	1.00	0.00%						
October 2016	Ordering and Provisioning	OP-4E	Internal Zone 2 Areas	Ordering and Provisioning	5.50	5.50	2	2	5.00	0.00%						
October 2016	Ordering and Provisioning	OP-4E	Internal Zone 2 Areas	Ordering and Provisioning	6.00	6.00	72	72	5.14	0.00%						
October 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Ordering and Provisioning	N/A	N/A	1	1	100.00%	0.00%						
October 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Ordering and Provisioning	N/A	N/A	6	6	100.00%	0.00%						
October 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Ordering and Provisioning	N/A	N/A	1	1	100.00%	0.00%						
October 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Ordering and Provisioning	N/A	N/A	2	2	100.00%	0.00%						
October 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Ordering and Provisioning	N/A	N/A	19	19	100.00%	0.00%						
October 2016	Ordering and Provisioning	OP-5C	Number Portability Timeliness without Loop Cord	Ordering and Provisioning	N/A	N/A	897	897	100.00%	0.00%						
October 2016	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Times (Address Validation)	Ordering and Provisioning	Diagnostic	Diagnostic	18912	18912	0.33	0.00%						
October 2016	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Times (Address Validation)	Ordering and Provisioning	Diagnostic	Diagnostic	1589928	1589928	1.24	0.00%						
October 2016	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Times (Address Validation)	Ordering and Provisioning	Diagnostic	Diagnostic	19312	19312	1.13	0.00%						
October 2016	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Times (Address Validation)	Ordering and Provisioning	Diagnostic	Diagnostic	316428	316428	0.56	0.00%						
October 2016	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Times (Address Validation)	Ordering and Provisioning	Diagnostic	Diagnostic	4253	4253	0.85	0.00%						
October 2016	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Times (Address Validation)	Ordering and Provisioning	Diagnostic	Diagnostic	70132	70132	0.41	0.00%						
October 2016	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Times (Address Validation)	Ordering and Provisioning	Diagnostic	Diagnostic	139780	139780	1.08	0.00%						
October 2016	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Times (Address Validation)	Ordering and Provisioning	Diagnostic	Diagnostic	208672	208672	1.72	0.00%						
October 2016	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Times (Address Validation)	Ordering and Provisioning	Diagnostic	Diagnostic	30232	30232	0.81	0.00%						
October 2016	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Times (Address Validation)	Ordering and Provisioning	Diagnostic	Diagnostic	3662	3662	2.16	0.00%						
October 2016	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Times (Address Validation)	Ordering and Provisioning	Diagnostic	Diagnostic	7113	7113	1.09	0.00%						
October 2016	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Times (Address Validation)	Ordering and Provisioning	Diagnostic	Diagnostic	846820	846820	1.15	0.00%						
October 2016	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Times (Address Validation)	Ordering and Provisioning	Diagnostic	Diagnostic	1502217	1502217	7.813	1.92						
October 2016	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Times (Address Validation)	Ordering and Provisioning	Diagnostic	Diagnostic	225848	225848	2.08	0.00%						
October 2016	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Times (Address Validation)	Ordering and Provisioning	Diagnostic	Diagnostic	81831	81831	1.67	0.53						
October 2016	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Times (Address Validation)	Ordering and Provisioning	Diagnostic	Diagnostic	287739	287739	1.06	2.65						
October 2016	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Times (Address Validation)	Ordering and Provisioning	Diagnostic	Diagnostic	29838	29838	6.271	0.56						
October 2016	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Times (Address Validation)	Ordering and Provisioning	Diagnostic	Diagnostic	1076344	1076344	6.231	1.60						
October 2016	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Times (Address Validation)	Ordering and Provisioning	Diagnostic	Diagnostic	25047	25047	1.089	0.23						
October 2016	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Times (Address Validation)	Ordering and Provisioning	Diagnostic	Diagnostic	73035	73035	1.822	0.38						
October 2016	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Times (Address Validation)	Ordering and Provisioning	Diagnostic	Diagnostic	128570	128570	889	1.30						
October 2016	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Times (Address Validation)	Ordering and Provisioning	Diagnostic	Diagnostic	226553	226553	1.822	1.18						
October 2016	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Times (Address Validation)	Ordering and Provisioning	Diagnostic	Diagnostic	225184	225184	3.532	0.82						
October 2016	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Times (Address Validation)	Ordering and Provisioning	Diagnostic	Diagnostic	3720	3720	15.46	0.00%						
October 2016	Ordering and Provisioning	PO-1MA GUI	Pre-Order Response Times (Address Validation)	Ordering and Provisioning	Diagnostic	Diagnostic	841234	841234	1.56	0.00%						
October 2016	Ordering and Provisioning	PO-1XML	Pre-Order Response Times (Address Validation)	Ordering and Provisioning	Diagnostic	Diagnostic	790130	790130	4.589	1.70						
October 2016	Ordering and Provisioning	PO-1XML	Pre-Order Response Times (Address Validation)	Ordering and Provisioning	Diagnostic	Diagnostic	6690348	6690348	6.876	9.73						
October 2016	Ordering and Provisioning	PO-1XML	Pre-Order Response Times (Address Validation)	Ordering and Provisioning	Diagnostic	Diagnostic	2812754	2812754	6.311	4.14						
October 2016	Ordering and Provisioning	PO-1XML	Pre-Order Response Times (Address Validation)	Ordering and Provisioning	Diagnostic	Diagnostic	4844736	4844736	3.468	13.97						
October 2016	Ordering and Provisioning	PO-1XML	Pre-Order Response Times (Address Validation)	Ordering and Provisioning	Diagnostic	Diagnostic	784	784	5.15	0.00%						
October 2016	Ordering and Provisioning	PO-1XML	Pre-Order Response Times (Address Validation)	Ordering and Provisioning	Diagnostic	Diagnostic	306320	306320	1.35	0.00%						
October 2016	Ordering and Provisioning	PO-1XML	Pre-Order Response Times (Address Validation)	Ordering and Provisioning	Diagnostic	Diagnostic	561212	561212	1.623	3.48						
October 2016	Ordering and Provisioning	PO-2A	All Electronic LSRs	Ordering and Provisioning	Diagnostic	Diagnostic	187	187	84.77%	0.00%						
October 2016	Ordering and Provisioning	PO-2A	All Electronic LSRs	Ordering and Provisioning	Diagnostic	Diagnostic	0	0	3	0.00%						
October 2016	Ordering and Provisioning	PO-2A	All Electronic LSRs	Ordering and Provisioning	Diagnostic	Diagnostic	108	108	80.00%	0.00%						
October 2016	Ordering and Provisioning	PO-2B	All Through-Through LSRs	Ordering and Provisioning	Diagnostic	Diagnostic	167	167	100.00%	0.00%						
October 2016	Ordering and Provisioning	PO-2B	All Through-Through LSRs	Ordering and Provisioning	Diagnostic	Diagnostic	108	108	100.00%	0.00%						
October 2016	Ordering and Provisioning	PO-2B	All Through-Through LSRs	Ordering and Provisioning	Diagnostic	Diagnostic	23	23	100.00%	0.00%						
October 2016	Ordering and Provisioning	PO-2B	All Through-Through LSRs	Ordering and Provisioning	Diagnostic	Diagnostic	155	155	100.00%	0.00%						
October 2016	Ordering and Provisioning	PO-2B	All Through-Through LSRs	Ordering and Provisioning	Diagnostic	Diagnostic	158	158	100.00%	0.00%						
October 2016	Ordering and Provisioning	PO-2B	All Through-Through LSRs	Ordering and Provisioning	Diagnostic	Diagnostic	25	25	96.19%	0.00%						
October 2016	Ordering and Provisioning	PO-2B	All Through-Through LSRs	Ordering and Provisioning	Diagnostic	Diagnostic	25	25	100.00%	0.00%						

Month	PID Category	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Percent	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Percent	CTL-Q Standard Deviation	Modified Z Score	Parity Score
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3281.00	4.346	0.76							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3183.95	3783.95	0.87							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1345.66	1415	1.11							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1246	1246	1.08							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	TOTAL	Diagnostic	N/A	2158.13	1.815	1.17							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3265.85	3.765	0.88							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	RESPONSE	Diagnostic	N/A	7699.08	3.718	2.06							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	TOTAL	Diagnostic	N/A	11009.93	3.765	2.92							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	REQUEST	Diagnostic	N/A	8028.79	7.793	1.03							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	RESPONSE	Diagnostic	N/A	14621.61	7.793	1.91							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	TOTAL	Diagnostic	N/A	23250.42	1.026	2.27							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	REQUEST	Diagnostic	N/A	628.02	1.163	0.54							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	TOTAL	Diagnostic	N/A	2871.04	1.026	2.88							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3481.40	6.895	0.32							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	RESPONSE	Diagnostic	N/A	11222.38	6.895	1.68							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	TOTAL	Diagnostic	N/A	17744.99	1.899	0.41							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	REQUEST	Diagnostic	N/A	778.55	919	1.24							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	RESPONSE	Diagnostic	N/A	1138.32	919	1.24							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	TOTAL	Diagnostic	N/A	2140.86	1.899	1.13							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	REQUEST	Diagnostic	N/A	2378.01	3.631	0.71							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	RESPONSE	Diagnostic	N/A	5373.32	2.812	19.11							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	TOTAL	Diagnostic	N/A	6551.33	3.631	15.51							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	REQUEST	Diagnostic	N/A	7772.36	4.659	1.88							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	RESPONSE	Diagnostic	N/A	67038.84	6.697	9.72							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	TOTAL	Diagnostic	N/A	26711.25	6.375	4.19							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	XML Request/Response	Diagnostic	N/A	47873.10	3.696	13.36							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	XML Request/Response	Diagnostic	N/A	3893.20	784	5.05							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	XML Request/Response	Diagnostic	N/A	19109.72	4.866	3.12							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	XML Request/Response	Diagnostic	N/A	3849.97	3.257	1.21							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	XML Request/Response	Diagnostic	N/A	5611.63	1.91	1.06							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	LUP	Diagnostic	N/A	183	216	77.82%							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	8	25.00%							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	Unbundled Loop Aggregate	Diagnostic	N/A	79	129	61.24%							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	LUP	Diagnostic	N/A	183	187	97.86%							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2	2	100.00%							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	Unbundled Loop Aggregate	Diagnostic	N/A	79	79	100.00%							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	Product Aggregate	Diagnostic	N/A	4036	3	13.33%							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	Resale Aggregate	Benchmark	95.00%	4113	21	100.00%							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	Unbundled Loop AGG-EELs	Benchmark	95.00%	72	72	100.00%							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	LUP	Benchmark	95.00%	155	155	100.00%							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	Resale Aggregate	Benchmark	90.00%	3	3	100.00%							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	Unbundled Loop AGG-EELs	Benchmark	90.00%	53	53	100.00%							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	LUP	Benchmark	90.00%	41	42	97.62%							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	Product Aggregate	Benchmark	85.00%	2	2	100.00%							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	LIS Trunk	Benchmark	85.00%	1	1	100.00%							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	All	Parity by Design	N/A	139	140	99.29%							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	UNE-P and Resale Aggregate	Diagnostic	N/A	176.857	176.857	100.00%							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	Resale Aggregate	Diagnostic	N/A	905	905	100.00%							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	UNE-P and Resale Aggregate	Parity	N/A	346	346	100.00%							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	Resale Aggregate	Diagnostic	N/A	905	905	100.00%							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	All	Diagnostic	N/A	3133.333	3.133	0.20							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	Directory Listing	Diagnostic	N/A	1018.65	4.89								
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	IMAGUI	Diagnostic	N/A	30.600	30.600	100.00%							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	SIA	Diagnostic	N/A	30.600	30.600	100.00%							
September 2016	Pre-Ordering	PO-1-IMA GUI Pre-Order Response Time (Appt. Scheduler)	XML	Diagnostic	N/A	30.600	30.600	100.00%							

Month	Proj Category	Proj ID	Proj Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTI-Q Numerator	CTI-Q Denominator	CTI-Q Result	CTI-Q Standard Deviation	Modified Z Score	Purple Score
June 2016	Maintenance and Repair	MA-R	Trouble Rate	Unbuffered Loop - 2 Wire Non-Cabled	Priority	N/A	6	808	1.3%	17.00%	0	214	0.00%	0.00%	0.81709	-0.66427
June 2016	Maintenance and Repair	MA-R	Trouble Rate	Unbuffered Loop - DS1 Capable	Priority	N/A	45	5,497	0.82%	13.03%	2	214	0.93%	8.63%	0.11314	-0.56627
June 2016	Maintenance and Repair	MA-R	Router Algorithms Match Dir w/ USA	Unbuffered Loop Analog	Priority	N/A	4	5,497	0.07%	9.01%	478	29,365	1.63%	12.63%	-4.50090	-3.64512
June 2016	Maintenance and Repair	MA-R	Router Algorithms Match Dir w/ USA	Residence	Priority	N/A	1	100.00%	100.00%	0.00%	244	325	75.00%	43.23%	-0.57322	-1.54916
June 2016	Network Performance	NP-1A	Trunk Bandwidth to CTI-Q Trunk Out of TOSR and	Unbuffered Loop - DS1 Capable	Priority	N/A	0	1,322	0.00%	0.00%	28	50	56.00%	49.25%	0.17281	-0.94496
June 2016	Network Performance	NP-1A	Trunk Bandwidth to CTI-Q Trunk Out of TOSR and	US Trunk	Diagnostic	N/A	0	888	0.00%	0.00%	0	1,888	0.00%	0.00%		-3
June 2016	Network Performance	NP-1C	Trunk Bandwidth to CTI-Q Trunk Out of TOSR and	US Trunk	Diagnostic	N/A	0	1,888	0.00%	0.00%	0	1,888	0.00%	0.00%		
June 2016	Network Performance	NP-1D	Trunk Bandwidth to CTI-Q Trunk Out of TOSR and	Unbuffered Loop Analog	Priority	N/A	289	3	96.33%	37.53%	7,547	12	30	231.57%	-1.48955	
June 2016	Network Performance	NP-1E	Trunk Bandwidth to CTI-Q Trunk Out of TOSR and	Unbuffered Loop Analog	Priority	N/A	3	100.00%	100.00%	0.00%	12	30	40.00%	48.99%	3.71901	1.26101
June 2016	Network Performance	NP-1F	Trunk Bandwidth to CTI-Q Trunk Out of TOSR and	Unbuffered Loop - DS1 Capable	Priority	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - ADSL COMATIBLE	Benchmark	N/A	2	2	100.00%	0.00%						
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - DS1 Capable	Benchmark	N/A	2	2	100.00%	0.00%						
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - ADSL COMATIBLE	Benchmark	90.00%	14	15	83.33%	0.00%						
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - ADSL COMATIBLE	Benchmark	6.00	6	2	3.00	0.00%						
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - DS1 Capable	Benchmark	5.50	39	13	3.00	0.00%						
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - DS1 Capable	Benchmark	5.50	4	1	4.00	0.00%						
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - DS1 Capable	Benchmark	5.00	76	15	5.07	0.00%						
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - DS1 Capable	Benchmark	5.00	1	1	100.00%	0.00%						
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - ADSL COMATIBLE	Benchmark	N/A	13	13	100.00%	0.00%						
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - DS1 Capable	Priority	N/A	2	2	100.00%	0.00%						
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - DS1 Capable	Priority	N/A	14	15	93.33%	24.94%	160	169	94.67%	22.45%	-0.20767	-1.12826
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - DS1 Capable	Benchmark	95.00%	900	900	100.00%	0.34						
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - DS1 Capable	Diagnostic	N/A	653,326	18,322	0.24							
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - DS1 Capable	Diagnostic	N/A	1,562,110	12,910	1.21							
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - DS1 Capable	Diagnostic	N/A	227,143	19,322	1.15							
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - DS1 Capable	Diagnostic	N/A	5,601,79	4,282	0.84							
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - DS1 Capable	Diagnostic	N/A	748,86	1,782	0.42							
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - DS1 Capable	Diagnostic	N/A	1,913,96	1,228	1.07							
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - DS1 Capable	Diagnostic	N/A	202,82	1,782	1.16							
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - DS1 Capable	Diagnostic	N/A	519,32	3,798	0.84							
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - DS1 Capable	Diagnostic	N/A	808,60	3,852	2.12							
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - DS1 Capable	Diagnostic	N/A	1,059,32	3,798	2.96							
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - DS1 Capable	Diagnostic	N/A	1,059,32	3,798	2.96							
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - DS1 Capable	Diagnostic	N/A	6,672,32	5,732	1.16							
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - DS1 Capable	Diagnostic	N/A	4,100,06	2,719	1.90							
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - DS1 Capable	Diagnostic	N/A	228,24	1,625	2.24							
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - DS1 Capable	Diagnostic	N/A	628,90	1,198	0.55							
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - DS1 Capable	Diagnostic	N/A	287,14	1,026	2.88							
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - DS1 Capable	Diagnostic	N/A	354,65	6,880	0.53							
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - DS1 Capable	Diagnostic	N/A	1,088,27	6,880	1.55							
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - DS1 Capable	Diagnostic	N/A	256,00	1,026	0.24							
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - DS1 Capable	Diagnostic	N/A	75,97	1,917	0.41							
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - DS1 Capable	Diagnostic	N/A	230,83	982	1.28							
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - DS1 Capable	Diagnostic	N/A	239,40	3,455	0.69							
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - DS1 Capable	Diagnostic	N/A	487,70	2,882	1.850							
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - DS1 Capable	Diagnostic	N/A	838,54	4,488	1.86							
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - DS1 Capable	Diagnostic	N/A	678,03	4,603	1.69							
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - DS1 Capable	Diagnostic	N/A	262,64	6,537	0.82							
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - DS1 Capable	Diagnostic	N/A	478,532	3,588	13.34							
June 2016	Outaging and Provisioning	OP-3E	Interval Zone 2 Mass	UNBUFFERED LOOP - DS1 Capable	Diagnostic	N/A	383,20	794	5.05							

Month	PO Category	ID	PO Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CT-Q Numerator	CT-Q Denominator	CT-Q Result	CLEC Standard Deviation	Modified Z Score	P-W Score
April 2016	Pre-Ordering	PO-1:4M GUI	Pre-Order Response Time (Address Validation)	REQUEST	Diagnostic	N/A	15,382	1,200	12.82%	1.20	0	0.00%	0.00%	-1.153962	-1.170101	
April 2016	Pre-Ordering	PO-1:4M GUI	Pre-Order Response Time (Address Validation)	TOTAL	Diagnostic	N/A	3,043.47	4,227	0.72%	0.72	4,305	4,370	99.47%	7.23%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-1:4M GUI	Pre-Order Response Time (Appt. Scheduling)	REQUEST	Diagnostic	N/A	3,010.69	4,227	0.83%	0.83	4,305	4,370	99.47%	7.23%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-1:4M GUI	Pre-Order Response Time (Appt. Scheduling)	TOTAL	Diagnostic	N/A	706.84	1,724	0.41%	0.41	4,305	4,370	99.47%	7.23%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-1:4M GUI	Pre-Order Response Time (Facility Assignment)	REQUEST	Diagnostic	N/A	1,283.86	1,211	1.06%	1.06	4,305	4,370	99.47%	7.23%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-1:4M GUI	Pre-Order Response Time (Facility Assignment)	TOTAL	Diagnostic	N/A	1,990.50	1,724	1.15%	1.15	4,305	4,370	99.47%	7.23%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-1:4M GUI	Pre-Order Response Time (Facility Check)	REQUEST	Diagnostic	N/A	3,182.05	3,835	0.83%	0.83	4,305	4,370	99.47%	7.23%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-1:4M GUI	Pre-Order Response Time (Facility Check)	TOTAL	Diagnostic	N/A	1,152.41	3,308	2.51%	2.51	4,305	4,370	99.47%	7.23%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-1:4M GUI	Pre-Order Response Time (Facility Check)	REQUEST	Diagnostic	N/A	801.28	7,732	1.04%	1.04	4,305	4,370	99.47%	7.23%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-1:4M GUI	Pre-Order Response Time (Facility Check)	TOTAL	Diagnostic	N/A	1,678.20	7,732	1.18%	1.18	4,305	4,370	99.47%	7.23%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-1:4M GUI	Pre-Order Response Time (Get CSN)	REQUEST	Diagnostic	N/A	1,678.20	1,911	2.14%	2.14	4,305	4,370	99.47%	7.23%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-1:4M GUI	Pre-Order Response Time (Get CSN)	TOTAL	Diagnostic	N/A	649.23	1,139	0.57%	0.57	4,305	4,370	99.47%	7.23%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-1:4M GUI	Pre-Order Response Time (Member Point Inquiry)	REQUEST	Diagnostic	N/A	2,913.35	4,008	2.78%	2.78	4,305	4,370	99.47%	7.23%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-1:4M GUI	Pre-Order Response Time (Member Point Inquiry)	TOTAL	Diagnostic	N/A	1,319.87	4,008	0.87%	0.87	4,305	4,370	99.47%	7.23%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-1:4M GUI	Pre-Order Response Time (Member Point Inquiry)	REQUEST	Diagnostic	N/A	7,678.87	13,911	0.57%	0.57	4,305	4,370	99.47%	7.23%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-1:4M GUI	Pre-Order Response Time (Member Point Inquiry)	TOTAL	Diagnostic	N/A	1,150.22	6,875	1.67%	1.67	4,305	4,370	99.47%	7.23%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-1:4M GUI	Pre-Order Response Time (Service Availability)	ACCEPT	Diagnostic	N/A	2,233.90	1,015	0.22%	0.22	4,305	4,370	99.47%	7.23%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-1:4M GUI	Pre-Order Response Time (Service Availability)	REQUEST	Diagnostic	N/A	731.80	1,883	0.40%	0.40	4,305	4,370	99.47%	7.23%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-1:4M GUI	Pre-Order Response Time (Service Availability)	TOTAL	Diagnostic	N/A	1,157.06	917	1.24%	1.24	4,305	4,370	99.47%	7.23%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-1:4M GUI	Pre-Order Response Time (TN Reservation)	REQUEST	Diagnostic	N/A	2,091.98	1,629	1.14%	1.14	4,305	4,370	99.47%	7.23%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-1:4M GUI	Pre-Order Response Time (TN Reservation)	TOTAL	Diagnostic	N/A	4,228.78	3,328	18.67%	18.67	4,305	4,370	99.47%	7.23%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-1:4M GUI	Pre-Order Response Time (TN Reservation)	REQUEST	Diagnostic	N/A	5,919.06	3,328	18.67%	18.67	4,305	4,370	99.47%	7.23%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-1:4M GUI	Pre-Order Response Time (TN Reservation)	TOTAL	Diagnostic	N/A	6,601.91	3,328	18.67%	18.67	4,305	4,370	99.47%	7.23%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-1:4M GUI	Pre-Order Response Time (TN Reservation)	REQUEST	Diagnostic	N/A	7,648.30	4,489	4.48%	4.48%	4,305	4,370	99.47%	7.23%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-1:4M GUI	Pre-Order Response Time (TN Reservation)	TOTAL	Diagnostic	N/A	6,643.90	6,711	9.90%	9.90%	4,305	4,370	99.47%	7.23%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-1:4M GUI	Pre-Order Response Time (TN Reservation)	REQUEST	Diagnostic	N/A	4,833.18	3,477	13.34%	13.34%	4,305	4,370	99.47%	7.23%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-1:4M GUI	Pre-Order Response Time (TN Reservation)	TOTAL	Diagnostic	N/A	1,384.05	792	5.05%	5.05%	4,305	4,370	99.47%	7.23%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-1:4M GUI	Pre-Order Response Time (TN Reservation)	REQUEST	Diagnostic	N/A	1,358.10	418	1.12%	1.12%	4,305	4,370	99.47%	7.23%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-1:4M GUI	Pre-Order Response Time (TN Reservation)	TOTAL	Diagnostic	N/A	3,868.32	3,186	1.12%	1.12%	4,305	4,370	99.47%	7.23%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-1:4M GUI	Pre-Order Response Time (TN Reservation)	REQUEST	Diagnostic	N/A	5,520.36	1,342	3.18%	3.18%	4,305	4,370	99.47%	7.23%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-1:4M GUI	Pre-Order Response Time (TN Reservation)	TOTAL	Diagnostic	N/A	1,577	192	81.77%	81.77%	4,305	4,370	99.47%	7.23%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-2A	AI Electronic LSRs	Request Aggregate W/O UPE P-PTS	Diagnostic	N/A	7	10	70.00%	70.00%	0	16	0.00%	0.00%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-2A	AI Electronic LSRs	Request Aggregate W/O UPE P-PTS	Diagnostic	N/A	58	84	69.05%	69.05%	0	16	0.00%	0.00%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-2A	AI Electronic LSRs	Request Aggregate W/O UPE P-PTS	Diagnostic	N/A	157	157	100.00%	100.00%	0	16	0.00%	0.00%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-2B	AI Firewall/Edge LSRs	Request Aggregate W/O UPE P-PTS	Diagnostic	N/A	58	58	100.00%	100.00%	0	16	0.00%	0.00%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-2B	AI Firewall/Edge LSRs	Request Aggregate W/O UPE P-PTS	Diagnostic	N/A	21.93	58	37.81%	37.81%	0	16	0.00%	0.00%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-2C	LSRs reserved via Academic	Request Aggregate	Diagnostic	N/A	8.36	9	92.89%	92.89%	0	16	0.00%	0.00%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-2C	LSRs reserved via Academic	Request Aggregate	Diagnostic	N/A	6	9	66.67%	66.67%	0	16	0.00%	0.00%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-2A(4)	FOC on Time for Edge Electronic LSRs	Request Aggregate	Benchmark	95.00%	49	49	100.00%	100.00%	0	16	0.00%	0.00%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-2A(4)	FOC on Time for Edge Electronic LSRs	Request Aggregate	Benchmark	95.00%	127	127	100.00%	100.00%	0	16	0.00%	0.00%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-2A(4)	FOC on Time for Edge Electronic LSRs	Request Aggregate	Benchmark	95.00%	49	49	100.00%	100.00%	0	16	0.00%	0.00%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-2A(4)	FOC on Time for Edge Electronic LSRs	Request Aggregate	Benchmark	95.00%	3	3	100.00%	100.00%	0	16	0.00%	0.00%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-2B(2)	FOC on Time for Demarcation LSRs	Request Aggregate	Benchmark	90.00%	28	28	100.00%	100.00%	0	16	0.00%	0.00%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-2B(2)	FOC on Time for Demarcation LSRs	Request Aggregate	Benchmark	90.00%	1	1	100.00%	100.00%	0	16	0.00%	0.00%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-2C(1)	FOC on Time for manual LSRs via Facsimile	Request Aggregate	Benchmark	90.00%	2	2	100.00%	100.00%	0	16	0.00%	0.00%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-2C(1)	FOC on Time for manual LSRs via Facsimile	Request Aggregate	Benchmark	90.00%	0	0	0.00%	0.00%	0	16	0.00%	0.00%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-2B	Unbundled Loops	Request Aggregate	Benchmark	85.00%	187	188	99.41%	99.41%	0	16	0.00%	0.00%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-2B	Unbundled Loops	Request Aggregate	Benchmark	85.00%	177,008	177,008	100.00%	100.00%	0	16	0.00%	0.00%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-2B	Unbundled Loops	Request Aggregate	Benchmark	85.00%	72	72	100.00%	100.00%	0	16	0.00%	0.00%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-2B	Unbundled Loops	Request Aggregate	Benchmark	85.00%	712	712	100.00%	100.00%	0	16	0.00%	0.00%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-2B	Unbundled Loops	Request Aggregate	Benchmark	85.00%	2,505,313	2,505,313	100.00%	100.00%	0	16	0.00%	0.00%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-2B	Unbundled Loops	Request Aggregate	Benchmark	85.00%	928,08	928,08	100.00%	100.00%	0	16	0.00%	0.00%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-2B	Unbundled Loops	Request Aggregate	Benchmark	85.00%	2,774,316	2,774,316	100.00%	100.00%	0	16	0.00%	0.00%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-2B	Unbundled Loops	Request Aggregate	Benchmark	85.00%	4,497	4,497	100.00%	100.00%	0	16	0.00%	0.00%	-1.153962	-1.170101
April 2016	Pre-Ordering	PO-2B	Unbundled Loops	Request Aggregate	Benchmark	85.00%	30,800	30,800	100.00%	100.00%	0	16	0.00%	0.00%	-1.153962	-1.170101

Month	PO Category	PO Title	Standard	Benchmark	CLC Numerator	CLC Denominator	CLC Result	CLC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Party Score
February 2016	Maintenace and Repair	MR-7E Repair Report (Rate) - DS1 Capable	Party	N/A	1	100.00%	100.00%	0.00%	0	4	0.00%	0.00%	0.811021	-0.48331
February 2016	Maintenace and Repair	MR-7E Repair Report (Rate) - DS1 Capable	Party	N/A	10	100.00%	100.00%	0.00%	0	4	0.00%	0.00%	0.00%	0.00%
February 2016	Maintenace and Repair	MR-7E Repair Report (Rate) - DS1 Capable	Party	N/A	4	26	15.38%	36.08%	34	208	11.81%	32.27%	0.265591	-0.825373
February 2016	Maintenace and Repair	MR-8 Trouble Rate	Party	N/A	1	71	1.41%	11.79%	4	216	1.85%	13.49%	-2.210418	-1.161564
February 2016	Maintenace and Repair	MR-8 Trouble Rate	Party	N/A	2	62	3.23%	17.67%	220	18,823	1.16%	10.72%	0.978972	-0.404827
February 2016	Maintenace and Repair	MR-8 Trouble Rate	Party	N/A	0	11	0.00%	0.00%	4	217	1.64%	13.45%	-0.443403	-1.26597
February 2016	Maintenace and Repair	MR-8 Trouble Rate	Party	N/A	2	85	0.00%	0.00%	1	82	1.81%	12.69%	-0.972888	-1.591358
February 2016	Maintenace and Repair	MR-8 Trouble Rate	Party	N/A	2	85	0.00%	0.00%	1	82	1.81%	12.69%	-0.972888	-1.591358
February 2016	Maintenace and Repair	MR-8 Trouble Rate	Party	N/A	10	843	1.19%	10.835%	4	223	1.79%	13.27%	-0.823149	-1.35711
February 2016	Maintenace and Repair	MR-8 Trouble Rate	Party	N/A	26	5,529	0.46%	6.79%	208	30,226	0.84%	6.87%	-3.452531	-3.103156
February 2016	Maintenace and Repair	MR-8 Trouble Rate	Party	N/A	1	3,362	0.00%	50.00%	137	185	74.05%	43.82%	0.109299	-0.53349
February 2016	Network Performance	NI-1A Trunk Blockage to CTL-Q Trunk	Party	N/A	0	888	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
February 2016	Network Performance	NI-1A Trunk Blockage to CTL-Q Trunk	Party	N/A	0	888	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
February 2016	Network Performance	NI-1D Trunk Blockage to CTL-Q Trunk	Party	N/A	0	888	0.00%	0.00%	0	0	0.00%	0.00%	0.00%	0.00%
February 2016	Network Performance	NI-1D Trunk Blockage to CTL-Q Trunk	Party	N/A	189	24,114	0.79%	5.37	6,935	37	266.85	216.05	-1.897151	-3.269231
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	7	100.00%	100.00%	0.00%	6	27	22.22%	41.57%	3.718016	1.261001
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	11	90.00%	90.00%	0.00%	6	27	22.22%	41.57%	3.718016	1.261001
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	8	100.00%	100.00%	0.00%	6	27	22.22%	41.57%	3.718016	1.261001
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	8	100.00%	100.00%	0.00%	6	27	22.22%	41.57%	3.718016	1.261001
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	40	11	5.00%	0.00%	171	175	97.71%	14.94%	-0.420529	-1.257104
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	11	100.00%	100.00%	0.00%	6	27	22.22%	41.57%	3.718016	1.261001
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	11	100.00%	100.00%	0.00%	6	27	22.22%	41.57%	3.718016	1.261001
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	449	67,930	0.35%	0.00%	449	67,930	0.35%	0.00%	0.00%	0.00%
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	19,254	19,254	1.21	1.21	19,254	19,254	1.18	1.18	0.00%	0.00%
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	19,254	19,254	1.18	1.18	19,254	19,254	1.18	1.18	0.00%	0.00%
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	4,398	4,398	0.74	0.74	4,398	4,398	0.74	0.74	0.00%	0.00%
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	3,254.32	3,254.32	0.64	0.64	3,254.32	3,254.32	0.64	0.64	0.00%	0.00%
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	1,919.50	1,919.50	0.43	0.43	1,919.50	1,919.50	0.43	0.43	0.00%	0.00%
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	1,919.50	1,919.50	0.43	0.43	1,919.50	1,919.50	0.43	0.43	0.00%	0.00%
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	2,653.36	2,653.36	1.82	1.82	2,653.36	2,653.36	1.82	1.82	0.00%	0.00%
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	3,240.75	3,240.75	0.87	0.87	3,240.75	3,240.75	0.87	0.87	0.00%	0.00%
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	8,138.73	8,138.73	3.821	3.821	8,138.73	8,138.73	3.821	3.821	0.00%	0.00%
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	1,939.48	1,939.48	3.725	3.725	1,939.48	1,939.48	3.725	3.725	0.00%	0.00%
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	7,991	7,991	1.03	1.03	7,991	7,991	1.03	1.03	0.00%	0.00%
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	824.73	824.73	1.18	1.18	824.73	824.73	1.18	1.18	0.00%	0.00%
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	4,771.94	4,771.94	1.88	1.88	4,771.94	4,771.94	1.88	1.88	0.00%	0.00%
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	2,388.84	2,388.84	1.023	1.023	2,388.84	2,388.84	1.023	1.023	0.00%	0.00%
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	630.18	630.18	1.167	1.167	630.18	630.18	1.167	1.167	0.00%	0.00%
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	2,899.02	2,899.02	1.022	1.022	2,899.02	2,899.02	1.022	1.022	0.00%	0.00%
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	3,488.72	3,488.72	6.711	6.711	3,488.72	3,488.72	6.711	6.711	0.00%	0.00%
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	7,757.40	7,757.40	12.929	12.929	7,757.40	7,757.40	12.929	12.929	0.00%	0.00%
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	11,247.12	11,247.12	6.711	6.711	11,247.12	11,247.12	6.711	6.711	0.00%	0.00%
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	1,005	1,005	0.20	0.20	1,005	1,005	0.20	0.20	0.00%	0.00%
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	371.40	371.40	0.00%	0.00%	371.40	371.40	0.00%	0.00%	0.00%	0.00%
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	860	860	1.25	1.25	860	860	1.25	1.25	0.00%	0.00%
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	2,020.88	2,020.88	1.798	1.798	2,020.88	2,020.88	1.798	1.798	0.00%	0.00%
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	2,547.30	2,547.30	3.639	3.639	2,547.30	2,547.30	3.639	3.639	0.00%	0.00%
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	5,131.24	5,131.24	2.884	2.884	5,131.24	5,131.24	2.884	2.884	0.00%	0.00%
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	5,928.54	5,928.54	3.639	3.639	5,928.54	5,928.54	3.639	3.639	0.00%	0.00%
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	6,864.51	6,864.51	4.473	4.473	6,864.51	6,864.51	4.473	4.473	0.00%	0.00%
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	6,222.33	6,222.33	5.923	5.923	6,222.33	6,222.33	5.923	5.923	0.00%	0.00%
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	6,223.37	6,223.37	6.273	6.273	6,223.37	6,223.37	6.273	6.273	0.00%	0.00%
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	4,653.32	4,653.32	3.682	3.682	4,653.32	4,653.32	3.682	3.682	0.00%	0.00%
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	3,891.25	3,891.25	7.75	7.75	3,891.25	3,891.25	7.75	7.75	0.00%	0.00%
February 2016	Ordering and Provisioning	OP-15A Interval for Pending Orders Delivered Post Due Date	Party	N/A	15,656.04	15,656.04	4.866	4.866	15,656.04	15,656.04	4.866	4.866	0.00%	0.00%

Month	Product Category	Product Title	Product Category	Standard	Benchmark	CLIC Numerator	CLIC Denominator	CLIC Result	CLIC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Purity Score
January 2016	Ordering and Provisioning	Interval Zone 2 Area	Unbuffered Loop DST Capable	Benchmark	5.00	75	2	3.00							
January 2016	Ordering and Provisioning	New Service Installation Quality	Unbuffered Loop Analog	Diagnostic	6.00	18	18	100.00%							
January 2016	Ordering and Provisioning	New Service Installation Quality	Unbuffered Loop LSI Capable	Diagnostic	6.00	5	5	100.00%							
January 2016	Ordering and Provisioning	New Service Installation Quality	Unbuffered Loop Analog	Diagnostic	6.00	21	21	100.00%		3	150	100.00%	96.64%	0.00%	0.00%
January 2016	Ordering and Provisioning	New Service Installation Quality	Unbuffered Loop Analog	Diagnostic	6.00	131	131	100.00%		153	150	96.64%	17.51%	-0.713207	-1.433177
January 2016	Ordering and Provisioning	Number Portability Times (Address Validation)	REQUEST	Diagnostic	NA	6445.56	19.532	0.33							
January 2016	Ordering and Provisioning	Number Portability Times (Address Validation)	TOTAL	Diagnostic	NA	2302.01	13.105	1.21							
January 2016	Ordering and Provisioning	Number Portability Times (Address Validation)	REQUEST	Diagnostic	NA	324.50	4.312	0.75							
January 2016	Ordering and Provisioning	Number Portability Times (Address Validation)	TOTAL	Diagnostic	NA	782.30	1.815	0.42							
January 2016	Ordering and Provisioning	Number Portability Times (Facility Assignment)	REQUEST	Diagnostic	NA	1322.94	1.297	1.02							
January 2016	Ordering and Provisioning	Number Portability Times (Facility Assignment)	TOTAL	Diagnostic	NA	2085.24	1.815	1.15							
January 2016	Ordering and Provisioning	Number Portability Times (Facility Assignment)	REQUEST	Diagnostic	NA	3126.06	3.813	0.82							
January 2016	Ordering and Provisioning	Number Portability Times (Facility Assignment)	TOTAL	Diagnostic	NA	1109.74	3.813	2.81							
January 2016	Ordering and Provisioning	Number Portability Times (Facility Check)	REQUEST	Diagnostic	NA	6446.00	5.146	1.15							
January 2016	Ordering and Provisioning	Number Portability Times (Facility Check)	TOTAL	Diagnostic	NA	14960.00	7.704	1.84							
January 2016	Ordering and Provisioning	Number Portability Times (Get CSR)	REQUEST	Diagnostic	NA	2307.10	1.051	2.10							
January 2016	Ordering and Provisioning	Number Portability Times (Get CSR)	TOTAL	Diagnostic	NA	680.24	1.179	0.56							
January 2016	Ordering and Provisioning	Number Portability Times (Meet Point Inquiry)	REQUEST	Diagnostic	NA	287.24	1.051	2.73							
January 2016	Ordering and Provisioning	Number Portability Times (Meet Point Inquiry)	TOTAL	Diagnostic	NA	771.96	13.122	0.59							
January 2016	Ordering and Provisioning	Number Portability Times (Service Availability)	REQUEST	Diagnostic	NA	284.15	1.038	0.26							
January 2016	Ordering and Provisioning	Number Portability Times (Service Availability)	TOTAL	Diagnostic	NA	702.80	1.882	0.40							
January 2016	Ordering and Provisioning	Number Portability Times (TN Reservation)	REQUEST	Diagnostic	NA	1267.20	1.882	1.28							
January 2016	Ordering and Provisioning	Number Portability Times (TN Reservation)	TOTAL	Diagnostic	NA	2344.18	1.882	1.18							
January 2016	Ordering and Provisioning	Number Portability Times (Loop Out Tools)	REQUEST	Diagnostic	NA	2570.33	3.521	0.73							
January 2016	Ordering and Provisioning	Number Portability Times (Loop Out Tools)	TOTAL	Diagnostic	NA	5219.68	2.766	19.01							
January 2016	Ordering and Provisioning	Number Portability Times (Loop Out Tools)	REQUEST	Diagnostic	NA	3100.01	2.621	1.97							
January 2016	Ordering and Provisioning	Number Portability Times (Loop Out Tools)	TOTAL	Diagnostic	NA	7844.16	4.552	1.23							
January 2016	Ordering and Provisioning	Number Portability Times (Loop Out Tools)	XML Request/Response	Diagnostic	NA	68891.25	6.791	9.85							
January 2016	Ordering and Provisioning	Number Portability Times (Loop Out Tools)	XML Request/Response	Diagnostic	NA	25228.84	6.329	4.16							
January 2016	Ordering and Provisioning	Number Portability Times (Loop Out Tools)	XML Request/Response	Diagnostic	NA	46582.73	3.579	13.01							
January 2016	Ordering and Provisioning	Number Portability Times (Loop Out Tools)	XML Request/Response	Diagnostic	NA	3907.80	780	5.01							
January 2016	Ordering and Provisioning	Number Portability Times (Loop Out Tools)	XML Request/Response	Diagnostic	NA	15820.16	4.912	3.18							
January 2016	Ordering and Provisioning	Number Portability Times (Loop Out Tools)	XML Request/Response	Diagnostic	NA	5619.94	1.524	3.46							
January 2016	Ordering and Provisioning	Number Portability Times (Loop Out Tools)	XML Request/Response	Diagnostic	NA	153	183	83.61%							
January 2016	Ordering and Provisioning	Number Portability Times (Loop Out Tools)	Resale Aggregate W/O UNE-P-POTS	Diagnostic	NA	14	14	64.29%							
January 2016	Ordering and Provisioning	Number Portability Times (Loop Out Tools)	Resale Aggregate W/O UNE-P-POTS	Diagnostic	NA	82	118	69.49%							
January 2016	Ordering and Provisioning	Number Portability Times (Loop Out Tools)	Resale Aggregate W/O UNE-P-POTS	Diagnostic	NA	153	153	100.00%							
January 2016	Ordering and Provisioning	Number Portability Times (Loop Out Tools)	Resale Aggregate W/O UNE-P-POTS	Diagnostic	NA	9	9	100.00%							
January 2016	Ordering and Provisioning	Number Portability Times (Loop Out Tools)	Resale Aggregate W/O UNE-P-POTS	Diagnostic	NA	82	82	100.00%							
January 2016	Ordering and Provisioning	Number Portability Times (Loop Out Tools)	Resale Aggregate W/O UNE-P-POTS	Diagnostic	NA	162	162	100.00%							
January 2016	Ordering and Provisioning	Number Portability Times (Loop Out Tools)	Resale Aggregate W/O UNE-P-POTS	Diagnostic	NA	8	8	100.00%							
January 2016	Ordering and Provisioning	Number Portability Times (Loop Out Tools)	Resale Aggregate W/O UNE-P-POTS	Diagnostic	NA	73	73	100.00%							
January 2016	Ordering and Provisioning	Number Portability Times (Loop Out Tools)	Resale Aggregate W/O UNE-P-POTS	Diagnostic	NA	144	144	100.00%							
January 2016	Ordering and Provisioning	Number Portability Times (Loop Out Tools)	Resale Aggregate W/O UNE-P-POTS	Diagnostic	NA	3	3	100.00%							
January 2016	Ordering and Provisioning	Number Portability Times (Loop Out Tools)	Resale Aggregate W/O UNE-P-POTS	Diagnostic	NA	42	43	97.67%							
January 2016	Ordering and Provisioning	Number Portability Times (Loop Out Tools)	Resale Aggregate W/O UNE-P-POTS	Diagnostic	NA	26	26	100.00%							
January 2016	Ordering and Provisioning	Number Portability Times (Loop Out Tools)	Resale Aggregate W/O UNE-P-POTS	Diagnostic	NA	3	3	100.00%							
January 2016	Ordering and Provisioning	Number Portability Times (Loop Out Tools)	Resale Aggregate W/O UNE-P-POTS	Diagnostic	NA	170	170	88.82%							
December 2015	Billing	Invoiced Delivered within 10 Days	AI Truck	Diagnostic	NA	185,189	185,189	100.00%							
December 2015	Billing	Invoiced Delivered within 10 Days	AI	Diagnostic	NA	185,189	185,189	100.00%							
December 2015	Billing	Invoiced Delivered within 10 Days	Reciprocal Compensation	Diagnostic	NA	841	841	100.00%							

Month	Product Category	PID	PID Title	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Ratio	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	Modified Z Score	Party Score
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Facility Check)	Diagnostic	NA	7465.36	3.709	2.04	3.709	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Facility Check)	Diagnostic	NA	10768.89	2.77	2.77	2.77	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Facility Check)	Diagnostic	NA	8001.85	7.637	1.05	7.637	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Get CSR)	Diagnostic	NA	6853.64	5.692	1.17	5.692	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Get CSR)	Diagnostic	NA	6853.64	5.692	1.17	5.692	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Meet Point Inquiry)	Diagnostic	NA	2301.49	1.096	2.10	1.096	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Meet Point Inquiry)	Diagnostic	NA	6831.16	1.134	0.99	1.134	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Meet Point Inquiry)	Diagnostic	NA	2964.76	1.096	2.71	1.096	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Service Availability)	Diagnostic	NA	3675.10	6.882	0.55	6.882	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Service Availability)	Diagnostic	NA	7465.10	12.871	0.59	12.871	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Service Availability)	Diagnostic	NA	11140.28	6.682	1.67	6.682	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (TN Reservation)	Diagnostic	NA	2251.16	1.958	0.21	1.958	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (TN Reservation)	Diagnostic	NA	1714.15	9.96	1.27	9.96	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (TN Reservation)	Diagnostic	NA	2231.78	1.894	1.18	1.894	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Loop Out Tools)	Diagnostic	NA	2263.99	3.379	0.67	3.379	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Loop Out Tools)	Diagnostic	NA	49147.09	2.599	18.81	2.599	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Responses Time (Loop Out Tools)	Diagnostic	NA	51411.02	3.379	15.21	3.379	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-1-XML	XML Request/Response	Diagnostic	NA	8857.49	4.451	1.99	4.451	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-1-XML	XML Request/Response	Diagnostic	NA	6753.49	6.852	0.90	6.852	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-1-XML	XML Request/Response	Diagnostic	NA	2821.66	6.182	4.24	6.182	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-1-XML	XML Request/Response	Diagnostic	NA	49113.46	3.227	13.98	3.227	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-1-XML	XML Request/Response	Diagnostic	NA	3868.20	7.64	5.05	7.64	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-1-XML	XML Request/Response	Diagnostic	NA	15150.72	4.856	3.12	4.856	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-1-XML	XML Request/Response	Diagnostic	NA	3411.52	3.046	1.12	3.046	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-1-XML	XML Request/Response	Diagnostic	NA	9111.85	1.545	3.83	1.545	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Diagnostic	NA	4	2	50.00%	4	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Diagnostic	NA	4	10	40.00%	4	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Diagnostic	NA	139	231	60.17%	139	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Diagnostic	NA	153	193	79.27%	153	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Diagnostic	NA	4	4	100.00%	4	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Diagnostic	NA	139	139	100.00%	139	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-3C	LSRs received via Institute	Diagnostic	NA	9206	3	31.02	9206	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-3C	Electronic LSRs Requested Manually	Diagnostic	NA	5726	4	100.00%	5726	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-3A(B)	FOCs on Time for Fully Electronic LSRs	Benchmark	90.00%	141	141	100.00%	141	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-3A(B)	FOCs on Time for Fully Electronic LSRs	Benchmark	90.00%	176	176	100.00%	176	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-3B(A)	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	1	1	100.00%	1	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-3B(B)	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	95	95	100.00%	95	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-3B(C)	FOCs on Time for Electronic/Manual LSRs	Benchmark	90.00%	40	41	97.56%	40	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-3C(C)	FOCs on Time for manual LSRs via Facsimile	Benchmark	90.00%	1	1	100.00%	1	0	0.00%	0	0.00%	0.00%	0.00%
December 2015	Pre-Ordering	PO-3B	Unbordered Loops	Party	NA	0	0	0.00%	0	0	0.00%	0	0.00%	0.00%	0.00%