



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

### **Washington September 2018 - September 2018**

***Statistical parameters used to calculate whether PAP standards have been met or missed, and any applicable PAP payments, are sometimes required to be different than those used to calculate performance in this report. See the Reading Reports link on CenturyLink's Wholesale Website for details.***

November 15, 2018

CenturyLink Confidential

CenturyLink QC Performance Results – Current 271 PID





| Month          | State | Carrier | PID Category              | PID       | PID Title                                      | Product Category                       | Standard   | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|----------------|-------|---------|---------------------------|-----------|--|--|------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| September 2018 | WA    |         | Maintenance and Repair    | MR-6D     | Mean Time to Restore Interval Zone 1           | Unbundled Loop - 2 Wire Non-Loaded     | Parity     | N/A       |                |                  |             | 11.18                   |                 |                   |              |                          |                  |              |
| September 2018 | WA    |         | Maintenance and Repair    | MR-6D     | Mean Time to Restore Interval Zone 1           | Unbundled Loop - DS1 Capable           | Parity     | N/A       |                |                  |             | 1.18                    | 25:33           | 5                 | 5:07         | 6:07                     | -0.60368         | -1.367011    |
| September 2018 | WA    |         | Maintenance and Repair    | MR-7D     | Repair Repeat Report Rate-Zone 1               | Unbundled Loop - 2 Wire Non-Loaded     | Parity     | N/A       |                |                  |             | 0.00%                   |                 |                   |              |                          |                  |              |
| September 2018 | WA    |         | Maintenance and Repair    | MR-7D     | Repair Repeat Report Rate-Zone 1               | Unbundled Loop - DS1 Capable           | Parity     | N/A       |                |                  |             | 0.00%                   | 1               | 9                 | 11.11%       | 31.43%                   | -0.53033         | -1.322418    |
| September 2018 | WA    |         | Maintenance and Repair    | MR-8      | Trouble Rate                                   | Unbundled Loop - 2 Wire Non-Loaded     | Parity     | N/A       |                |                  |             | 4.28%                   | 0               | 912               | 0.00%        |                          |                  |              |
| September 2018 | WA    |         | Maintenance and Repair    | MR-8      | Trouble Rate                                   | Unbundled Loop - DS1 Capable           | Parity     | N/A       |                |                  |             | 11.52%                  | 18              | 2,013             | 0.89%        | 9.41%                    | 0.385387         | -0.765701    |
| September 2018 | WA    |         | Maintenance and Repair    | MR-8      | Trouble Rate                                   | Unbundled Loop - XDSL                  | Parity     | N/A       |                |                  |             | 20                      | 2,259           | 0.89%             | 9.37%        | -0.298215                | -1.181302        |              |
| September 2018 | WA    |         | Maintenance and Repair    | MR-8      | Trouble Rate                                   | Unbundled Loop Analog                  | Parity     | N/A       |                |                  |             | 2,917                   | 393,676         | 0.74%             | 8.58%        | -0.0864                  | -1.052527        |              |
| September 2018 | WA    |         | Ordering and Provisioning | OP-3D     | Interval Zone 1 Areas                          | Unbundled Loop - 2 Wire Non-Loaded     | Benchmark  | 90.00%    |                |                  |             |                         |                 |                   |              |                          |                  |              |
| September 2018 | WA    |         | Ordering and Provisioning | OP-3D     | Interval Zone 1 Areas                          | Unbundled Loop - DS1 Capable           | Parity     | N/A       |                |                  |             | 0.00%                   | 4               | 4                 | 100.00%      | 0.00%                    |                  |              |
| September 2018 | WA    |         | Ordering and Provisioning | OP-3E     | Interval Zone 2 Areas                          | Unbundled Loop - 2 Wire Non-Loaded     | Benchmark  | 90.00%    |                |                  |             |                         |                 |                   |              |                          |                  |              |
| September 2018 | WA    |         | Ordering and Provisioning | OP-4D     | Interval Zone 1 Areas                          | Unbundled Loop - 2 Wire Non-Loaded     | Benchmark  | 6.00      |                |                  |             |                         |                 |                   |              |                          |                  |              |
| September 2018 | WA    |         | Ordering and Provisioning | OP-4D     | Interval Zone 1 Areas                          | Unbundled Loop - DS1 Capable           | Benchmark  | 5.50      |                |                  |             |                         |                 |                   |              |                          |                  |              |
| September 2018 | WA    |         | Ordering and Provisioning | OP-5A     | New Service Installation Quality               | Unbundled Loop - 2 Wire Non-Loaded     | Parity     | N/A       |                |                  |             | 26.65%                  | 1               | 1                 | 100.00%      | 0.00%                    | -1.446104        | -1.879169    |
| September 2018 | WA    |         | Ordering and Provisioning | OP-5A     | New Service Installation Quality               | Unbundled Loop - DS1 Capable           | Parity     | N/A       |                |                  |             | 0.00%                   | 3               | 4                 | 75.00%       | 43.30%                   | -0.516398        | -1.313948    |
| September 2018 | WA    |         | Pre-Ordering              | PO-2A     | All Electronic LSRs                            | Unbundled Loop Aggregate               | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |
| September 2018 | WA    |         | Pre-Ordering              | PO-2B     | All Flow-through Eligible LSRs                 | Unbundled Loop Aggregate               | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |
| September 2018 | WA    |         | Pre-Ordering              | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs         | Unbundled Loop AGG-EELs                | Benchmark  | 95.00%    |                |                  |             |                         |                 |                   |              |                          |                  |              |
| September 2018 | WA    |         | Pre-Ordering              | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs        | Unbundled Loop AGG-EELs                | Benchmark  | 90.00%    |                |                  |             |                         |                 |                   |              |                          |                  |              |
| September 2018 | WA    |         | Pre-Ordering              | PO-9B     | Unbundled Loops                                | Unbundled Loops and Number Portability | Parity     | N/A       |                |                  |             | 47.14%                  | 0               | 56                | 0.00%        | 0.00%                    |                  |              |
| September 2018 | WA    |         | Billing                   | BI-3A     | Billing Accuracy - Adjustments for Errors      | UNEs and Resale Aggregate              | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |
| September 2018 | WA    |         | Billing                   | BI-4A     | UNEs and Resale Aggregate                      | UNEs and Resale Aggregate              | Parity     | N/A       |                |                  |             | 0.00%                   | 67,747          | 68,055            | 99.55%       | 6.71%                    | -0.261113        | -1.158745    |
| September 2018 | WA    |         | Maintenance and Repair    | MR-5A     | All Troubles Cleared w/ 4 Hours-Zone 1         | Unbundled Loop - DS1 Capable           | Parity     | N/A       |                |                  |             | 47.14%                  | 6               | 7                 | 85.71%       | 34.99%                   | 0.902735         | -0.451176    |
| September 2018 | WA    |         | Maintenance and Repair    | MR-6D     | Mean Time to Restore Interval Zone 1           | Unbundled Loop - DS1 Capable           | Parity     | N/A       |                |                  |             | 3.54                    | 25:33           | 5                 | 5:07         | 6:07                     | -0.005977        | -1.003634    |
| September 2018 | WA    |         | Maintenance and Repair    | MR-7D     | Repair Repeat Report Rate-Zone 1               | Unbundled Loop - DS1 Capable           | Parity     | N/A       |                |                  |             | 47.14%                  | 1               | 9                 | 11.11%       | 31.43%                   | 1.139378         | -0.307307    |
| September 2018 | WA    |         | Maintenance and Repair    | MR-8      | Trouble Rate                                   | Enhanced Extended Loops - DS1 Capable  | Parity     | N/A       |                |                  |             |                         | 18              | 1,964             | 0.92%        | 9.53%                    | -1.231831        | -1.7489      |
| September 2018 | WA    |         | Maintenance and Repair    | MR-8      | Trouble Rate                                   | LIS Trunk                              | Parity     | N/A       |                |                  |             |                         | 0               | 50,875            | 0.00%        |                          |                  |              |
| September 2018 | WA    |         | Maintenance and Repair    | MR-8      | Trouble Rate                                   | Unbundled Loop - DS1 Capable           | Parity     | N/A       |                |                  |             | 25.48%                  | 18              | 2,013             | 0.89%        | 9.41%                    | 2.377346         | 0.445323     |
| September 2018 | WA    |         | Network Performance       | NI-1A     | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSF     | LIS Trunk                              | Parity     | N/A       |                |                  |             | 0.00%                   |                 |                   |              |                          |                  | -3           |
| September 2018 | WA    |         | Network Performance       | NI-1C     | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSF    | LIS Trunk                              | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |
| September 2018 | WA    |         | Ordering and Provisioning | OP-3E     | Interval Zone 2 Areas                          | Enhanced Extended Loops - DS1 Capable  | Benchmark  | 90.00%    |                |                  |             |                         |                 |                   |              |                          |                  |              |
| September 2018 | WA    |         | Pre-Ordering              | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs         | Unbundled Loop AGG-EELs                | Benchmark  | 95.00%    |                |                  |             |                         |                 |                   |              |                          |                  |              |
| September 2018 | WA    |         | Pre-Ordering              | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs        | Unbundled Loop AGG-EELs                | Benchmark  | 90.00%    |                |                  |             |                         |                 |                   |              |                          |                  |              |
| September 2018 | WA    |         | Ordering and Provisioning | OP-8C     | Number Portability Timeliness without Loop Coc | LNP                                    | Benchmark  | 95.00%    |                |                  |             |                         |                 |                   |              |                          |                  |              |
| September 2018 | WA    |         | Pre-Ordering              | PO-2A     | All Electronic LSRs                            | LNP                                    | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |
| September 2018 | WA    |         | Pre-Ordering              | PO-2B     | All Flow-through Eligible LSRs                 | LNP                                    | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |
| September 2018 | WA    |         | Pre-Ordering              | PO-3X     | Electronic LSRs Rejected Manually              | Product Aggregate                      | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |
| September 2018 | WA    |         | Pre-Ordering              | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs         | LNP                                    | Benchmark  | 95.00%    |                |                  |             |                         |                 |                   |              |                          |                  |              |
| September 2018 | WA    |         | Pre-Ordering              | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs        | LNP                                    | Benchmark  | 90.00%    |                |                  |             |                         |                 |                   |              |                          |                  |              |
| September 2018 | WA    |         | Billing                   | BI-3A     | Billing Accuracy - Adjustments for Errors      | UNEs and Resale Aggregate              | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |
| September 2018 | WA    |         | Billing                   | BI-4A     | UNEs and Resale Aggregate                      | UNEs and Resale Aggregate              | Parity     | N/A       |                |                  |             | 0.00%                   | 67,747          | 68,055            | 99.55%       | 6.71%                    | -0.700161        | -1.425668    |
| September 2018 | WA    |         | Pre-Ordering              | PO-2A     | All Electronic LSRs                            | Resale Aggregate W/O UNE-P-POTS        | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |
| September 2018 | WA    |         | Maintenance and Repair    | MR-8      | Trouble Rate                                   | SUB-LOOP UNBUNDLING                    | Parity     | N/A       |                |                  |             |                         | 20              | 2,268             | 0.88%        | 9.35%                    | -0.230738        | -1.140279    |
| September 2018 | WA    |         | Billing                   | BI-3A     | Billing Accuracy - Adjustments for Errors      | UNEs and Resale Aggregate              | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |
| September 2018 | WA    |         | Billing                   | BI-4A     | UNEs and Resale Aggregate                      | UNEs and Resale Aggregate              | Parity     | N/A       |                |                  |             | 0.00%                   | 67,747          | 68,055            | 99.55%       | 6.71%                    | -0.426317        | -1.259182    |
| September 2018 | WA    |         | Maintenance and Repair    | MR-5A     | All Troubles Cleared w/ 4 Hours-Zone 1         | LIS Trunk                              | Parity     | N/A       |                |                  |             | 0.00%                   |                 |                   |              |                          |                  |              |
| September 2018 | WA    |         | Maintenance and Repair    | MR-5A     | All Troubles Cleared w/ 4 Hours-Zone 1         | Unbundled Loop - 2 Wire Non-Loaded     | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |
| September 2018 | WA    |         | Maintenance and Repair    | MR-5A     | All Troubles Cleared w/ 4 Hours-Zone 1         | Unbundled Loop - DS1 Capable           | Parity     | N/A       |                |                  |             | 0.00%                   | 6               | 7                 | 85.71%       | 34.99%                   | -0.381881        | -1.232167    |
| September 2018 | WA    |         | Maintenance and Repair    | MR-6D     | Mean Time to Restore Interval Zone 1           | LIS Trunk                              | Parity     | N/A       |                |                  |             | 0.00                    |                 |                   |              |                          |                  |              |
| September 2018 | WA    |         | Maintenance and Repair    | MR-6D     | Mean Time to Restore Interval Zone 1           | Unbundled Loop - 2 Wire Non-Loaded     | Parity     | N/A       |                |                  |             | 4.49                    |                 |                   |              |                          |                  |              |
| September 2018 | WA    |         | Maintenance and Repair    | MR-6D     | Mean Time to Restore Interval Zone 1           | Unbundled Loop - DS1 Capable           | Parity     | N/A       |                |                  |             | 0.00                    | 25:33           | 5                 | 5:07         | 6:07                     | -0.277932        | -1.16897     |
| September 2018 | WA    |         | Maintenance and Repair    | MR-6D     | Mean Time to Restore Interval Zone 1           | Unbundled Loop Analog                  | Parity     | N/A       |                |                  |             | 3:27                    | 65961:55        | 1,900             | 34:43        | 50:20                    | -1.097078        | -1.666976    |
| September 2018 | WA    |         | Maintenance and Repair    | MR-7D     | Repair Repeat Report Rate-Zone 1               | LIS Trunk                              | Parity     | N/A       |                |                  |             | 0.00%                   |                 |                   |              |                          |                  |              |
| September 2018 | WA    |         | Maintenance and Repair    | MR-7D     | Repair Repeat Report Rate-Zone 1               | Unbundled Loop - 2 Wire Non-Loaded     | Parity     | N/A       |                |                  |             | 0.00%                   |                 |                   |              |                          |                  |              |
| September 2018 | WA    |         | Maintenance and Repair    | MR-7D     | Repair Repeat Report Rate-Zone 1               | Unbundled Loop - DS1 Capable           | Parity     | N/A       |                |                  |             | 0.00%                   | 1               | 9                 | 11.11%       | 31.43%                   | -0.33541         | -1.203915    |
| September 2018 | WA    |         | Maintenance and Repair    | MR-7D     | Repair Repeat Report Rate-Zone 1               | Unbundled Loop Analog                  | Parity     | N/A       |                |                  |             | 0.00%                   | 305             | 2,284             | 13.35%       | 34.02%                   | -0.679521        | -1.413119    |
| September 2018 | WA    |         | Maintenance and Repair    | MR-8      | Trouble Rate                                   | Enhanced Extended Loops - DS1 Capable  | Parity     | N/A       |                |                  |             |                         | 18              | 1,964             | 0.92%        | 9.53%                    | -0.817443        | -1.49697     |
| September 2018 | WA    |         | Maintenance and Repair    | MR-8      | Trouble Rate                                   | LIS Trunk                              | Parity     | N/A       |                |                  |             | 1.41%                   | 0               | 50,875            | 0.00%        |                          |                  |              |



| Month          | State | Carrier | PID Category              | PID      | PID Title                                      | Product Category                      | Standard   | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |           |
|----------------|-------|---------|---------------------------|----------|--|---------------------------------------|------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|-----------|
| September 2018 | WA    |         | Pre-Ordering              | PO-2A    | All Electronic LSRs                            | Resale Aggregate W/O UNE-P-POTS       | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Pre-Ordering              | PO-2B    | All Flow-through Eligible LSRs                 | Resale Aggregate W/O UNE-P-POTS       | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Pre-Ordering              | PO-5A(a) | FOCs on Time for Fully Electronic LSRs         | Resale Aggregate                      | Benchmark  | 95.00%    |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Billing                   | BI-3A    | Billing Accuracy - Adjustments for Errors      | UNEs and Resale Aggregate             | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Billing                   | BI-4A    | UNEs and Resale Aggregate                      | UNEs and Resale Aggregate             | Parity     | N/A       |                |                  |             | 0.00%                   | 67,747          |                   | 68,055       | 99.55%                   | 6.71%            | -0.150765    | -1.091658 |
| September 2018 | WA    |         | Maintenance and Repair    | MR-8     | Trouble Rate                                   | LIS Trunk                             | Parity     | N/A       |                |                  |             |                         | 0               |                   | 50,875       | 0.00%                    |                  |              |           |
| September 2018 | WA    |         | Network Performance       | NI-1A    | Trunk Blockage to CTL-Q Tandem Ofc wi TGSF     | LIS Trunk                             | Parity     | N/A       |                |                  |             | 0.00%                   |                 |                   |              |                          |                  |              | -3        |
| September 2018 | WA    |         | Network Performance       | NI-1C    | Trunk Blockage to CTL-Q Tandem Ofc w/o TGS     | LIS Trunk                             | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Ordering and Provisioning | OP-8C    | Number Portability Timeliness without Loop Coc | LNP                                   | Benchmark  | 95.00%    |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Pre-Ordering              | PO-2A    | All Electronic LSRs                            | LNP                                   | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Pre-Ordering              | PO-2B    | All Flow-through Eligible LSRs                 | LNP                                   | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Pre-Ordering              | PO-5A(c) | FOCs on Time for Fully Electronic LSRs         | LNP                                   | Benchmark  | 95.00%    |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Pre-Ordering              | PO-5B(c) | FOCs on Time for Electronic/Manual LSRs        | LNP                                   | Benchmark  | 90.00%    |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Billing                   | BI-3B    | Billing Accuracy - Adjustments for Errors      | Reciprocal Compensation               | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Billing                   | BI-4B    | Reciprocal Compensation (MOU):                 | Reciprocal Compensation               | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Maintenance and Repair    | MR-8     | Trouble Rate                                   | LIS Trunk                             | Parity     | N/A       |                |                  |             |                         | 0               |                   | 50,875       | 0.00%                    |                  |              |           |
| September 2018 | WA    |         | Network Performance       | NI-1A    | Trunk Blockage to CTL-Q Tandem Ofc wi TGSF     | LIS Trunk                             | Parity     | N/A       |                |                  |             | 0.00%                   |                 |                   |              |                          |                  |              | -3        |
| September 2018 | WA    |         | Network Performance       | NI-1C    | Trunk Blockage to CTL-Q Tandem Ofc w/o TGS     | LIS Trunk                             | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Billing                   | BI-3A    | Billing Accuracy - Adjustments for Errors      | UNEs and Resale Aggregate             | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Billing                   | BI-4A    | UNEs and Resale Aggregate                      | UNEs and Resale Aggregate             | Parity     | N/A       |                |                  |             | 0.00%                   | 67,747          |                   | 68,055       | 99.55%                   | 6.71%            | -0.476602    | -1.289753 |
| September 2018 | WA    |         | Maintenance and Repair    | MR-8     | Trouble Rate                                   | Enhanced Extended Loops - DS1 Capable | Parity     | N/A       |                |                  |             |                         | 18              |                   | 1,964        | 0.92%                    | 9.53%            | -0.166454    | -1.101197 |
| September 2018 | WA    |         | Maintenance and Repair    | MR-8     | Trouble Rate                                   | UNBUNDLED LOOP - ADSL COMPATIBLE      | Parity     | N/A       |                |                  |             |                         | 0               |                   | 912          | 0.00%                    |                  |              |           |
| September 2018 | WA    |         | Pre-Ordering              | PO-2A    | All Electronic LSRs                            | Unbundled Loop Aggregate              | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Pre-Ordering              | PO-2B    | All Flow-through Eligible LSRs                 | Unbundled Loop Aggregate              | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Pre-Ordering              | PO-5A(b) | FOCs on Time for Fully Electronic LSRs         | Unbundled Loop AGG-EELS               | Benchmark  | 95.00%    |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Billing                   | BI-3A    | Billing Accuracy - Adjustments for Errors      | UNEs and Resale Aggregate             | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Billing                   | BI-3B    | Billing Accuracy - Adjustments for Errors      | Reciprocal Compensation               | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Billing                   | BI-4B    | Reciprocal Compensation (MOU):                 | Reciprocal Compensation               | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Maintenance and Repair    | MR-8     | Trouble Rate                                   | LIS Trunk                             | Parity     | N/A       |                |                  |             |                         | 0               |                   | 50,875       | 0.00%                    |                  |              |           |
| September 2018 | WA    |         | Network Performance       | NI-1A    | Trunk Blockage to CTL-Q Tandem Ofc wi TGSF     | LIS Trunk                             | Parity     | N/A       |                |                  |             | 0.00%                   |                 |                   |              |                          |                  |              | -3        |
| September 2018 | WA    |         | Network Performance       | NI-1B    | Trunk Blockage to CTL-Q End Ofc wi TGSF exc    | LIS Trunk                             | Parity     | N/A       |                |                  |             | 0.27%                   |                 |                   |              |                          |                  |              | -2.746364 |
| September 2018 | WA    |         | Network Performance       | NI-1C    | Trunk Blockage to CTL-Q Tandem Ofc w/o TGS     | LIS Trunk                             | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Network Performance       | NI-1D    | Trunk Blockage to CTL-Q End Ofc w/o TGSF ex    | LIS Trunk                             | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Pre-Ordering              | PO-5D    | FOCs provided for ASRs requesting LIS Trunks.  | LIS Trunk                             | Benchmark  | 85.00%    |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Billing                   | BI-3A    | Billing Accuracy - Adjustments for Errors      | UNEs and Resale Aggregate             | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Billing                   | BI-3B    | Billing Accuracy - Adjustments for Errors      | Reciprocal Compensation               | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Billing                   | BI-4B    | Reciprocal Compensation (MOU):                 | Reciprocal Compensation               | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Maintenance and Repair    | MR-8     | Trouble Rate                                   | Enhanced Extended Loops - DS1 Capable | Parity     | N/A       |                |                  |             |                         | 18              |                   | 1,964        | 0.92%                    | 9.53%            | -0.427937    | -1.260167 |
| September 2018 | WA    |         | Maintenance and Repair    | MR-8     | Trouble Rate                                   | LIS Trunk                             | Parity     | N/A       |                |                  |             |                         | 0               |                   | 50,875       | 0.00%                    |                  |              |           |
| September 2018 | WA    |         | Network Performance       | NI-1A    | Trunk Blockage to CTL-Q Tandem Ofc wi TGSF     | LIS Trunk                             | Parity     | N/A       |                |                  |             | 0.00%                   |                 |                   |              |                          |                  |              | -3        |
| September 2018 | WA    |         | Network Performance       | NI-1C    | Trunk Blockage to CTL-Q Tandem Ofc w/o TGS     | LIS Trunk                             | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Ordering and Provisioning | OP-8C    | Number Portability Timeliness without Loop Coc | LNP                                   | Benchmark  | 95.00%    |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Pre-Ordering              | PO-2A    | All Electronic LSRs                            | LNP                                   | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Pre-Ordering              | PO-2B    | All Flow-through Eligible LSRs                 | LNP                                   | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Pre-Ordering              | PO-3X    | Electronic LSRs Rejected Manually              | Product Aggregate                     | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Pre-Ordering              | PO-5A(c) | FOCs on Time for Fully Electronic LSRs         | LNP                                   | Benchmark  | 95.00%    |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Pre-Ordering              | PO-5B(c) | FOCs on Time for Electronic/Manual LSRs        | LNP                                   | Benchmark  | 90.00%    |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Billing                   | BI-3A    | Billing Accuracy - Adjustments for Errors      | UNEs and Resale Aggregate             | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Billing                   | BI-4A    | UNEs and Resale Aggregate                      | UNEs and Resale Aggregate             | Parity     | N/A       |                |                  |             | 0.00%                   | 67,747          |                   | 68,055       | 99.55%                   | 6.71%            | -0.116783    | -1.070999 |
| September 2018 | WA    |         | Maintenance and Repair    | MR-5X    | Out of Service cleared w/i 24 hours            | Business                              | Parity     | N/A       |                |                  |             | 0.00%                   | 289             |                   | 446          | 64.80%                   | 47.76%           | -0.736232    | -1.447597 |
| September 2018 | WA    |         | Maintenance and Repair    | MR-8     | Trouble Rate                                   | LIS Trunk                             | Parity     | N/A       |                |                  |             |                         | 0               |                   | 50,875       | 0.00%                    |                  |              |           |
| September 2018 | WA    |         | Maintenance and Repair    | MR-8     | Trouble Rate                                   | Residence                             | Parity     | N/A       |                |                  |             |                         | 2,391           |                   | 257,992      | 0.93%                    | 9.58%            | -0.193435    | -1.1176   |
| September 2018 | WA    |         | Network Performance       | NI-1A    | Trunk Blockage to CTL-Q Tandem Ofc wi TGSF     | LIS Trunk                             | Parity     | N/A       |                |                  |             | 0.00%                   |                 |                   |              |                          |                  |              | -3        |
| September 2018 | WA    |         | Network Performance       | NI-1C    | Trunk Blockage to CTL-Q Tandem Ofc w/o TGS     | LIS Trunk                             | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Ordering and Provisioning | OP-8C    | Number Portability Timeliness without Loop Coc | LNP                                   | Benchmark  | 95.00%    |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Pre-Ordering              | PO-2A    | All Electronic LSRs                            | LNP                                   | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Pre-Ordering              | PO-2A    | All Electronic LSRs                            | Resale Aggregate W/O UNE-P-POTS       | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Pre-Ordering              | PO-2B    | All Flow-through Eligible LSRs                 | LNP                                   | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Pre-Ordering              | PO-2B    | All Flow-through Eligible LSRs                 | Resale Aggregate W/O UNE-P-POTS       | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Pre-Ordering              | PO-3X    | Electronic LSRs Rejected Manually              | Product Aggregate                     | Diagnostic | N/A       |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Pre-Ordering              | PO-5A(a) | FOCs on Time for Fully Electronic LSRs         | Resale Aggregate                      | Benchmark  | 95.00%    |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Pre-Ordering              | PO-5A(c) | FOCs on Time for Fully Electronic LSRs         | LNP                                   | Benchmark  | 95.00%    |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Pre-Ordering              | PO-5B(a) | FOCs on Time for Electronic/Manual LSRs        | Resale Aggregate                      | Benchmark  | 90.00%    |                |                  |             |                         |                 |                   |              |                          |                  |              |           |
| September 2018 | WA    |         | Pre-Ordering              | PO-5B(c) | FOCs on Time for Electronic/Manual LSRs        | LNP                                   | Benchmark  | 90.00%    |                |                  |             |                         |                 |                   |              |                          |                  |              |           |















| Month          | State | Carrier | PID Category | PID       | PID Title                               | Product Category | Standard  | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|----------------|-------|---------|--------------|-----------|---|------------------|-----------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| September 2018 | WA    |         | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP              | Benchmark | 90.00%    |                |                  |             |                         |                 |                   |              |                          |                  |              |