



Qwest Corporation (Qwest or CTL-Q) Performance Results

Washington April 2016 - April 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.

June 9, 2016

CenturyLink Confidential

CenturyLink QC Performance Results – Current 271 PID

Qwest Corporation (Qwest or CTL-Q) Performance Results

| 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 |
|------------|-------|---------|---------------------------|-----------|--|--|------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| April 2016 | WA | XXX | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 0.00% | 59,900 | 60,527 | 98.96% | 10.13% | -0.63364 | -1.421703 |
| April 2016 | WA | XXX | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | | 3 | 59,806 | 0.01% | 0.71% | -0.169172 | -1.102849 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | XXX | XXX | XXX | | 3,583 | 354,787 | 1.01% | 10.00% | -0.101005 | -1.061407 |
| April 2016 | WA | XXX | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc w/ TGS | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGS | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | 6 | 6 | 100.00% | 0.00% | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-5A | New Service Installation Quality | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | 10 | 10 | 100.00% | 0.00% | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 12.52% | 59,900 | 60,527 | 98.96% | 10.13% | 0.629086 | -0.617543 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-5A | All Troubles Cleared w/ 4 Hours-Zone 1 | UNBUNDLED LOOP - ADSL COMPATIBLE | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-5A | All Troubles Cleared w/ 4 Hours-Zone 1 | Unbundled Loop - 2 Wire Non-Loaded | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-5A | All Troubles Cleared w/ 4 Hours-Zone 1 | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 47.14% | 17 | 21 | 80.95% | 39.27% | 1.065696 | -0.352103 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | XXX | XXX | XXX | 0.00 | 16:16 | 2 | 8:08 | 0:34 | -7.577722 | -5.606928 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | 0:50 | 16:16 | 2 | 8:08 | 0:34 | -12.791776 | -8.776848 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 3:19 | 64:22 | 16 | 4:01 | 5:52 | 0.87055 | -0.470743 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Unbundled Loop Analog | Parity | N/A | XXX | XXX | XXX | 7:13 | 112480:53 | 3,284 | 34:15 | 41:22 | -2.498885 | -2.519214 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | XXX | XXX | XXX | 0.00% | 0 | 2 | 0.00% | 0.00% | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | 0.00% | 0 | 2 | 0.00% | 0.00% | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 9 | 22 | 40.91% | 49.17% | -1.351922 | -1.82191 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop Analog | Parity | N/A | XXX | XXX | XXX | 23.53% | 378 | 3,627 | 10.42% | 30.55% | -0.611442 | -1.371548 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 1,599 | XXX | XXX | | 43 | 2,703 | 1.59% | 12.51% | -0.941748 | -1.572542 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | XXX | XXX | XXX | | 3,583 | 354,787 | 1.01% | 10.00% | -0.101005 | -1.061407 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | XXX | XXX | XXX | 6.12% | 2 | 1,055 | 0.19% | 4.35% | 0.022803 | -0.986137 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | 4.87% | 2 | 1,056 | 0.19% | 4.35% | 0.283639 | -0.82756 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 5.35% | 45 | 2,727 | 1.65% | 12.74% | -2.940945 | -2.787968 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - XDSL | Parity | N/A | XXX | XXX | XXX | | 46 | 3,065 | 1.50% | 12.16% | -0.17451 | -1.106095 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | XXX | XXX | XXX | 5.67% | 4,394 | 523,656 | 0.84% | 9.12% | -4.095375 | -3.489811 |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 48.41% | 3 | 4 | 75.00% | 43.30% | -0.152958 | -1.092992 |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop Analog | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 6.00 | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop - DS1 Capable | Benchmark | 5.50 | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop Analog | Benchmark | 6.00 | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | 0.00% | 6 | 6 | 100.00% | 0.00% | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 8 | 8 | 100.00% | 0.00% | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop Analog | Parity | N/A | XXX | XXX | XXX | 0.00% | 2,422 | 2,571 | 94.20% | 23.37% | -0.925531 | -1.562683 |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELS | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELS | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-9B | Unbundled Loops | Unbundled Loops and Number Portability | Parity | N/A | XXX | XXX | XXX | 39.41% | 12 | 67 | 17.91% | 38.34% | -7.094984 | -5.313444 |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 0.00% | 59,900 | 60,527 | 98.96% | 10.13% | -1.308443 | -1.795477 |
| April 2016 | WA | XXX | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-5A | All Troubles Cleared w/ 4 Hours-Zone 1 | UNBUNDLED LOOP - ADSL COMPATIBLE | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-5A | All Troubles Cleared w/ 4 Hours-Zone 1 | Unbundled Loop - 2 Wire Non-Loaded | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 47.14% | 18 | 24 | 75.00% | 43.30% | -0.279987 | -1.17022 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | XXX | XXX | XXX | 3:19 | 16:16 | 2 | 8:08 | 0:34 | -1.428939 | -1.868733 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | 0:00 | 16:16 | 2 | 8:08 | 0:34 | -7.842336 | -5.767802 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Unbundled Loop Analog | Parity | N/A | XXX | XXX | XXX | 6:53 | 112480:53 | 3,284 | 34:15 | 41:22 | -1.213619 | -1.737828 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 2:19 | 131:55 | 17 | 7:46 | 18:20 | -0.387054 | -1.235312 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | XXX | XXX | XXX | 3:18 | 25976:02 | 725 | 35:50 | 34:28 | -1.195333 | -1.726711 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | XXX | XXX | XXX | 0.00% | 0 | 2 | 0.00% | 0.00% | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | 0.00% | 0 | 2 | 0.00% | 0.00% | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop Analog | Parity | N/A | XXX | XXX | XXX | 43.30% | 378 | 3,627 | 10.42% | 30.55% | 2.633129 | 0.600829 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 7 | 24 | 29.17% | 45.45% | -1.047874 | -1.637062 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | XXX | XXX | XXX | 0.00% | 75 | 767 | 9.78% | 29.70% | -0.464972 | -1.282683 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 1,599 | XXX | XXX | | 43 | 2,703 | 1.59% | 12.51% | -1.199277 | -1.729109 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | | 3 | 59,806 | 0.01% | 0.71% | -0.133982 | -1.081455 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | XXX | XXX | XXX | 8.69% | 2 | 1,055 | 0.19% | 4.35% | 0.915873 | -0.443189 |

Qwest Corporation (Qwest or CTL-Q) Performance Results

| 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 |
|------------|-------|---------|---------------------------|-----------|---|--|------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | 3.39% | 2 | 1,056 | 0.19% | 4.35% | -0.371644 | -1.225944 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 6.73% | 45 | 2,727 | 1.65% | 12.74% | -2.163463 | -2.315292 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | XXX | XXX | XXX | 4.13% | 4,394 | 523,656 | 0.84% | 9.12% | -4.320563 | -3.626716 |
| April 2016 | WA | XXX | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Otc w/ TGSR | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Otc w/o TGSR | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 3 | 4 | 75.00% | 43.30% | -0.666667 | -1.405305 |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop Analog | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 37.27% | 3 | 4 | 75.00% | 43.30% | -0.348155 | -1.211663 |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 6.00 | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop - DS1 Capable | Benchmark | 5.50 | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop Analog | Benchmark | 6.00 | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 6.00 | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 6.00 | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop - DS1 Capable | Benchmark | 5.50 | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 6.00 | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | 0.00% | 6 | 6 | 100.00% | 0.00% | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 8 | 8 | 100.00% | 0.00% | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop Analog | Parity | N/A | XXX | XXX | XXX | 47.14% | 2,422 | 2,571 | 94.20% | 23.37% | 1.708433 | 0.038653 |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELS | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELS | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-9B | Unbundled Loops | Unbundled Loops and Number Portability | Parity | N/A | XXX | XXX | XXX | 35.52% | 12 | 67 | 17.91% | 38.34% | -7.6968 | -5.679322 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | | 3 | 59,806 | 0.01% | 0.71% | -0.490234 | -1.298041 |
| April 2016 | WA | XXX | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Otc w/ TGSR | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Otc w/o TGSR | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Otc w/ TGSR | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | 6 | 6 | 100.00% | 0.00% | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-5A | New Service Installation Quality | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | 10 | 10 | 100.00% | 0.00% | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks | LIS Trunk | Benchmark | 85.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 0.00% | 59,900 | 60,527 | 98.96% | 10.13% | -0.792101 | -1.481564 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | XXX | XXX | XXX | | 3,583 | 354,787 | 1.01% | 10.00% | -0.142843 | -1.086842 |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 25.75% | 59,900 | 60,527 | 98.96% | 10.13% | 1.099199 | -0.331735 |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 0.00% | 59,900 | 60,527 | 98.96% | 10.13% | -0.445891 | -1.271083 |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 0.00% | 59,900 | 60,527 | 98.96% | 10.13% | -0.10231 | -1.0622 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | | 3 | 59,806 | 0.01% | 0.71% | -0.372736 | -1.226607 |
| April 2016 | WA | XXX | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Otc w/ TGSR | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Otc w/ TGSR | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Otc w/o TGSR | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Otc w/ TGSR | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Cool | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | | 3 | 59,806 | 0.01% | 0.71% | -0.212281 | -1.129057 |

Qwest Corporation (Qwest or CTL-Q) Performance Results

| 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 |
|------------|-------|---------|---------------------------|-----------|--|--|------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| April 2016 | WA | XXX | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSF | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.30% | | | | | | -2.115 |
| April 2016 | WA | XXX | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSF | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 7.12% | 59,900 | 60,527 | 98.96% | 10.13% | -0.725711 | -1.441201 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-5A | All Troubles Cleared w/ 4 Hours-Zone 1 | Unbundled Loop - 2 Wire Non-Loaded | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-5A | All Troubles Cleared w/ 4 Hours-Zone 1 | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 47.14% | 17 | 21 | 80.95% | 39.27% | -0.053279 | -1.032391 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | 10.05 | 16:16 | 2 | 8:08 | 0.34 | -1.346295 | -1.818489 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 1:33 | 64:22 | 16 | 4:01 | 5:52 | 0.827418 | -0.496965 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | 0.00% | 0 | 2 | 0.00% | 0.00% | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 9 | 22 | 40.91% | 49.17% | -1.351922 | -1.82191 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | 6.15% | 2 | 1,056 | 0.19% | 4.35% | 1.162838 | -0.293045 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 8.79% | 45 | 2,727 | 1.65% | 12.74% | -1.25572 | -1.763424 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - XDSL | Parity | N/A | XXX | XXX | XXX | | 46 | 3,065 | 1.50% | 12.16% | -0.602364 | -1.366212 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | XXX | XXX | XXX | | 4,394 | 523,656 | 0.84% | 9.12% | -0.091989 | -1.055925 |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 3 | 4 | 75.00% | 43.30% | -0.755929 | -1.459572 |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 6.00 | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop - DS1 Capable | Benchmark | 5.50 | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | 0.00% | 6 | 6 | 100.00% | 0.00% | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 8 | 8 | 100.00% | 0.00% | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELS | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELS | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-9B | Unbundled Loops | Unbundled Loops and Number Portability | Parity | N/A | XXX | XXX | XXX | 0.00% | 12 | 67 | 17.91% | 38.34% | -2.125072 | -2.291952 |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 0.00% | 59,900 | 60,527 | 98.96% | 10.13% | -0.457471 | -1.278123 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-5A | All Troubles Cleared w/ 4 Hours-Zone 1 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 47.14% | 16 | 19 | 84.21% | 36.46% | 0.074943 | -0.954438 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 18 | 24 | 75.00% | 43.30% | -0.565685 | -1.343912 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 2:19 | 38:14 | 14 | 2:44 | 2:27 | 1.145505 | -0.303582 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0:00 | 131:55 | 17 | 7:46 | 18:20 | -0.254109 | -1.154487 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 9 | 22 | 40.91% | 49.17% | -1.351922 | -1.82191 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 7 | 24 | 29.17% | 45.45% | 0.467699 | -0.715659 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 9.60% | 43 | 2,703 | 1.59% | 12.51% | -1.016908 | -1.618236 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | | 3 | 59,806 | 0.01% | 0.71% | -0.276511 | -1.168107 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | | 45 | 2,727 | 1.65% | 12.74% | -1.377588 | -1.837514 |
| April 2016 | WA | XXX | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSF | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSF | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 3 | 4 | 75.00% | 43.30% | -0.516398 | -1.313948 |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop - DS1 Capable | Benchmark | 5.50 | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 8 | 8 | 100.00% | 0.00% | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELS | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELS | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coo | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coo | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 0.00% | 59,900 | 60,527 | 98.96% | 10.13% | -0.737455 | -1.448341 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | SUB-LOOP UNBUNDLING | Parity | N/A | XXX | XXX | XXX | | 46 | 3,068 | 1.50% | 12.15% | -0.123356 | -1.074995 |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 0.00% | 59,900 | 60,527 | 98.96% | 10.13% | -1.255648 | -1.76338 |
| April 2016 | WA | XXX | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-5A | All Troubles Cleared w/ 4 Hours-Zone 1 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 16 | 19 | 84.21% | 36.46% | -0.69699 | -1.42374 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-5A | All Troubles Cleared w/ 4 Hours-Zone 1 | Unbundled Loop - 2 Wire Non-Loaded | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-5A | All Troubles Cleared w/ 4 Hours-Zone 1 | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 47.14% | 17 | 21 | 80.95% | 39.27% | 1.704682 | 0.036373 |

Qwest Corporation (Qwest or CTL-Q) Performance Results

| 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 |
|------------|-------|---------|---------------------------|-----------|--|--|------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| April 2016 | WA | XXX | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 18 | 24 | 75.00% | 43.30% | -0.565685 | -1.343912 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 18 | 24 | 75.00% | 43.30% | 0.582842 | -0.645658 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.15 | 38:14 | 14 | 2:44 | 2:27 | -0.273237 | -1.166116 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | 0.00 | 16:16 | 2 | 8:08 | 0:34 | -2.742414 | -2.667269 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 5.36 | 64:22 | 16 | 4:01 | 5:52 | 1.04505 | -0.364655 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 1 | Unbundled Loop Analog | Parity | N/A | XXX | XXX | XXX | 61.42 | 112480:53 | 3,284 | 34:15 | 41:22 | -0.321874 | -1.195685 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00 | 131:55 | 17 | 7:46 | 18:20 | -0.310659 | -1.188867 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00 | 131:55 | 17 | 7:46 | 18:20 | -0.160449 | -1.097546 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 47.14% | 9 | 22 | 40.91% | 49.17% | -0.250356 | -1.152206 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | 0.00% | 0 | 2 | 0.00% | 0.00% | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 47.14% | 9 | 22 | 40.91% | 49.17% | -0.334552 | -1.203393 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop Analog | Parity | N/A | XXX | XXX | XXX | 31.43% | 378 | 3,627 | 10.42% | 30.55% | -0.3295 | -1.200322 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 7 | 24 | 29.17% | 45.45% | -0.628724 | -1.382237 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 7 | 24 | 29.17% | 45.45% | -0.628724 | -1.382237 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 19.60% | 43 | 2,703 | 1.59% | 12.51% | 1.375342 | -0.163852 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | | 3 | 59,806 | 0.01% | 0.71% | -0.522063 | -1.317392 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | XXX | XXX | XXX | | 2 | 1,055 | 0.19% | 4.35% | -0.699619 | -1.425338 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | 2.44% | 2 | 1,056 | 0.19% | 4.35% | -0.761207 | -1.462781 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 12.36% | 45 | 2,727 | 1.65% | 12.74% | -0.151422 | -1.092058 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | XXX | XXX | XXX | 7.08% | 4,394 | 523,656 | 0.84% | 9.12% | -1.551994 | -1.943545 |
| April 2016 | WA | XXX | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc w/ TGSR ex | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/ TGSR e | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due D | Unbundled Loop Analog | Parity | N/A | XXX | XXX | XXX | 0.00 | 58,897 | 425 | 138.58 | 174.45 | -1.396432 | -1.848971 |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-15B-RD | Pending Orders Delayed for Facilities | Unbundled Loop Analog | Parity | N/A | XXX | XXX | XXX | 0.00% | 184 | 425 | 43.29% | 49.55% | 3.719016 | 1.261001 |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 40.00% | 3 | 4 | 75.00% | 43.30% | -0.172133 | -1.104649 |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop Analog | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 6.00 | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop - DS1 Capable | Benchmark | 5.50 | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop Analog | Benchmark | 6.00 | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | 27.99% | 6 | 6 | 100.00% | 0.00% | -0.252691 | -1.153626 |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 8 | 8 | 100.00% | 0.00% | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop Analog | Parity | N/A | XXX | XXX | XXX | 0.00% | 2,422 | 2,571 | 94.20% | 23.37% | -1.019294 | -1.619687 |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-8B | Number Portability Timeliness with Loop Coord | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELS | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELS | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-9B | Unbundled Loops | Unbundled Loops and Number Portability | Parity | N/A | XXX | XXX | XXX | 48.41% | 12 | 67 | 17.91% | 38.34% | -4.179211 | -3.54078 |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 0.00% | 59,900 | 60,527 | 98.96% | 10.13% | -0.354379 | -1.215447 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | | 3 | 59,806 | 0.01% | 0.71% | -0.182582 | -1.111002 |
| April 2016 | WA | XXX | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 0.00% | 59,900 | 60,527 | 98.96% | 10.13% | -0.144687 | -1.087963 |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 0.00% | 59,900 | 60,527 | 98.96% | 10.13% | -1.006835 | -1.612113 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | XXX | XXX | XXX | | 3,583 | 354,787 | 1.01% | 10.00% | -0.202009 | -1.122813 |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | | 3 | 59,806 | 0.01% | 0.71% | -0.212739 | -1.129336 |
| April 2016 | WA | XXX | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc w/ TGSR ex | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/ TGSR e | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | | 3 | 59,806 | 0.01% | 0.71% | -0.114827 | -1.06981 |
| April 2016 | WA | XXX | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks | LIS Trunk | Benchmark | 85.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |

Qwest Corporation (Qwest or CTL-Q) Performance Results

| 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 |
|------------|-------|---------|---------------------------|-----------|--|---------------------------------------|------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 0.00% | 59,900 | 60,527 | 98.96% | 10.13% | -0.10231 | -1.0622 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | XXX | XXX | XXX | | 3,583 | 354,787 | 1.01% | 10.00% | -0.391183 | -1.237822 |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 0.00% | 59,900 | 60,527 | 98.96% | 10.13% | -1.813983 | -2.102823 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-5X | Out of Service cleared w/ 24 hours | Business | Parity | N/A | XXX | XXX | XXX | 0.00% | 363 | 663 | 54.75% | 49.77% | -2.025167 | -2.231214 |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5C-(a) | FOCs on Time for manual LSRs via Facsimile | Resale Aggregate | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 0.00% | 59,900 | 60,527 | 98.96% | 10.13% | -0.204614 | -1.124397 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-5X | Out of Service cleared w/ 24 hours | Business | Parity | N/A | XXX | XXX | XXX | 0.00% | 363 | 663 | 54.75% | 49.77% | 0.117295 | -0.92889 |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | | 3 | 59,806 | 0.01% | 0.71% | -0.077509 | -1.047122 |
| April 2016 | WA | XXX | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSF | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSF | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coo | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | | 3 | 59,806 | 0.01% | 0.71% | -0.318136 | -1.193413 |
| April 2016 | WA | XXX | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSF | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSF | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | | 3 | 59,806 | 0.01% | 0.71% | -0.228155 | -1.138709 |
| April 2016 | WA | XXX | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSF | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc w/ TGSF | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSF | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/ TGSF | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 0.00% | 59,900 | 60,527 | 98.96% | 10.13% | -0.270673 | -1.164557 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | | 43 | 2,703 | 1.59% | 12.51% | -0.220097 | -1.133809 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | XXX | XXX | XXX | | 2 | 1,055 | 0.19% | 4.35% | -0.357793 | -1.217522 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | | 45 | 2,727 | 1.65% | 12.74% | -0.129508 | -1.078735 |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELS | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELS | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | XXX | XXX | XXX | | 3,583 | 354,787 | 1.01% | 10.00% | -0.247409 | -1.150414 |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | | 3 | 59,806 | 0.01% | 0.71% | -0.570726 | -1.346977 |
| April 2016 | WA | XXX | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSF | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc w/ TGSF | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSF | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/ TGSF | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks | LIS Trunk | Benchmark | 85.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 0.00% | 59,900 | 60,527 | 98.96% | 10.13% | -0.250596 | -1.152352 |
| April 2016 | WA | XXX | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |

Qwest Corporation (Qwest or CTL-Q) Performance Results

| 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 |
|------------|-------|---------|---------------------------|-----------|--|---------------------------------------|------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | | 43 | 2,703 | 1.59% | 12.51% | -0.703879 | -1.427928 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | | 3 | 59,806 | 0.01% | 0.71% | -0.252259 | -1.153362 |
| April 2016 | WA | XXX | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc w/ TG | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | 0.01% | | | | | | -2.989286 |
| April 2016 | WA | XXX | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/ TG | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | 2 | 3 | 66.67% | 47.14% | 0 | -1 |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-5A | New Service Installation Quality | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | 10 | 10 | 100.00% | 0.00% | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-3C | LSRs received via facsimile | Product Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5C-(c) | FOCs on Time for manual LSRs via Facsimile | LNP | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks | LIS Trunk | Benchmark | 85.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-9C | LIS Trunks | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | 0 | 1 | 0.00% | 0.00% | | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 0.00% | 59,900 | 60,527 | 98.96% | 10.13% | -0.10231 | -1.0622 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | | 3 | 59,806 | 0.01% | 0.71% | -0.144645 | -1.087938 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | XXX | XXX | XXX | | 3,583 | 354,787 | 1.01% | 10.00% | -0.225853 | -1.137309 |
| April 2016 | WA | XXX | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc w/ TG | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/ TG | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 0.00% | 59,900 | 60,527 | 98.96% | 10.13% | -0.10231 | -1.0622 |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 6.54% | 59,900 | 60,527 | 98.96% | 10.13% | -0.912918 | -1.555015 |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 0.00% | 59,900 | 60,527 | 98.96% | 10.13% | -0.778801 | -1.473477 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-5A | All Troubles Cleared w/ 4 Hours-Zone 1 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 16 | 19 | 84.21% | 36.46% | 1.668391 | 0.01431 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-5A | All Troubles Cleared w/ 4 Hours-Zone 1 | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 50.00% | 17 | 21 | 80.95% | 39.27% | 0.265643 | -0.8385 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 18.24 | 38:14 | 14 | 2:44 | 2:27 | 1.926837 | 0.171433 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 2:51 | 64:22 | 16 | 4:01 | 5:52 | -0.285882 | -1.173804 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Unbundled Loop Analog | Parity | N/A | XXX | XXX | XXX | 10:17 | 112480:53 | 3,284 | 34:15 | 41:22 | -1.316511 | -1.800382 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | XXX | XXX | XXX | 0:00 | 25976:02 | 725 | 35:50 | 34:28 | -0.941467 | -1.572371 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 9 | 22 | 40.91% | 49.17% | -1.126601 | -1.684925 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 9 | 22 | 40.91% | 49.17% | -1.126601 | -1.684925 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop Analog | Parity | N/A | XXX | XXX | XXX | 0.00% | 378 | 3,627 | 10.42% | 30.55% | -0.681807 | -1.414509 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | XXX | XXX | XXX | 0.00% | 75 | 767 | 9.78% | 29.70% | -0.328999 | -1.200017 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 9.83% | 43 | 2,703 | 1.59% | 12.51% | -0.678736 | -1.412642 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | | 3 | 59,806 | 0.01% | 0.71% | -0.201684 | -1.122615 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | XXX | XXX | XXX | | 2 | 1,055 | 0.19% | 4.35% | -0.122802 | -1.074658 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | | 2 | 1,056 | 0.19% | 4.35% | -0.178177 | -1.108324 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 9.26% | 45 | 2,727 | 1.65% | 12.74% | -0.898497 | -1.546247 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | XXX | XXX | XXX | 5.66% | 4,394 | 523,656 | 0.84% | 9.12% | -2.237315 | -2.360191 |
| April 2016 | WA | XXX | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc w/ TG | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -2.984 |
| April 2016 | WA | XXX | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/ TG | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due D | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00 | 36 | 2 | 18.00 | 24.04 | -0.611312 | -1.371651 |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-15B-RD | Pending Orders Delayed for Facilities | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 2 | 2 | 100.00% | 0.00% | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 50.00% | 3 | 4 | 75.00% | 43.30% | -0.253347 | -1.154024 |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop Analog | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop - DS1 Capable | Benchmark | 5.50 | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop Analog | Benchmark | 6.00 | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 8 | 8 | 100.00% | 0.00% | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop Analog | Parity | N/A | XXX | XXX | XXX | 0.00% | 2,422 | 2,571 | 94.20% | 23.37% | -0.857207 | -1.521145 |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-8B | Number Portability Timeliness with Loop Coord | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-3C | LSRs received via facsimile | Product Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |

Qwest Corporation (Qwest or CTL-Q) Performance Results

| 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 |
|------------|-------|---------|---------------------------|-----------|--|--|------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELS | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5C-(c) | FOCs on Time for manual LSRs via Facsimile | LNP | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks | LIS Trunk | Benchmark | 85.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-9B | Unbundled Loops | Unbundled Loops and Number Portability | Parity | N/A | XXX | XXX | XXX | 0.00% | 12 | 67 | 17.91% | 38.34% | -2.125072 | -2.291952 |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 0.00% | 59,900 | 60,527 | 98.96% | 10.13% | -0.578603 | -1.351766 |
| April 2016 | WA | XXX | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | | 3 | 59,806 | 0.01% | 0.71% | -0.276597 | -1.168159 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | XXX | XXX | XXX | | 3,583 | 354,787 | 1.01% | 10.00% | -0.247409 | -1.150414 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | | 2 | 1,056 | 0.19% | 4.35% | -0.04354 | -1.02647 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | XXX | XXX | XXX | | 4,394 | 523,656 | 0.84% | 9.12% | -1.744772 | -2.060746 |
| April 2016 | WA | XXX | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSF | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR ex | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGS | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR e | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coo | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELS | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | | 3 | 59,806 | 0.01% | 0.71% | -0.294148 | -1.178829 |
| April 2016 | WA | XXX | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSF | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGS | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-5A | New Service Installation Quality | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | 10 | 10 | 100.00% | 0.00% | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coo | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 0.00% | 59,900 | 60,527 | 98.96% | 10.13% | -0.396198 | -1.240871 |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 0.00% | 59,900 | 60,527 | 98.96% | 10.13% | -0.772064 | -1.469382 |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | | 3 | 59,806 | 0.01% | 0.71% | -0.573752 | -1.348817 |
| April 2016 | WA | XXX | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSF | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR ex | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGS | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR e | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 0.00% | 59,900 | 60,527 | 98.96% | 10.13% | -1.359167 | -1.826315 |
| April 2016 | WA | XXX | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-5A | All Troubles Cleared w/i 4 Hours-Zone 1 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 16 | 19 | 84.21% | 36.46% | -0.422049 | -1.256587 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-5A | All Troubles Cleared w/i 4 Hours-Zone 1 | Unbundled Loop - 2 Wire Non-Loaded | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-5A | All Troubles Cleared w/i 4 Hours-Zone 1 | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 17 | 21 | 80.95% | 39.27% | -0.65549 | -1.39851 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 18 | 24 | 75.00% | 43.30% | 1.364826 | -0.170245 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 18 | 24 | 75.00% | 43.30% | -0.784465 | -1.476921 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00 | 38:14 | 14 | 2:44 | 2:27 | 0.738847 | -0.550813 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | 0:57 | 16:16 | 2 | 8:08 | 0:34 | -9.07999 | -6.520242 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0:16 | 64:22 | 16 | 4:01 | 5:52 | -0.39208 | -1.238368 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Unbundled Loop Analog | Parity | N/A | XXX | XXX | XXX | 0:00 | 112480:53 | 3,284 | 34:15 | 41:22 | -0.328386 | -1.199644 |

Qwest Corporation (Qwest or CTL-Q) Performance Results

| 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 |
|------------|-------|---------|---------------------------|-----------|--|--|------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| April 2016 | WA | XXX | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.20 | 131:55 | 17 | 7.46 | 18.20 | -0.170991 | -1.103955 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 1.28 | 131:55 | 17 | 7.46 | 18.20 | -0.465932 | -1.283266 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 9 | 22 | 40.91% | 49.17% | -0.813761 | -1.494732 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | 0.00% | 0 | 2 | 0.00% | 0.00% | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 9 | 22 | 40.91% | 49.17% | -1.126601 | -1.684925 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop Analog | Parity | N/A | XXX | XXX | XXX | 0.00% | 378 | 3,627 | 10.42% | 30.55% | -0.341045 | -1.20734 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 7 | 24 | 29.17% | 45.45% | -0.871884 | -1.530068 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 50.00% | 7 | 24 | 29.17% | 45.45% | -0.073336 | -1.044585 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 9.46% | 43 | 2,703 | 1.59% | 12.51% | -0.944438 | -1.574178 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | | 3 | 59,806 | 0.01% | 0.71% | -0.404178 | -1.245723 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | 4.38% | 2 | 1,056 | 0.19% | 4.35% | 0.018237 | -0.988912 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 7.44% | 45 | 2,727 | 1.65% | 12.74% | -2.045523 | -2.24359 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | XXX | XXX | XXX | 3.04% | 4,394 | 523,656 | 0.84% | 9.12% | -2.691361 | -2.636231 |
| April 2016 | WA | XXX | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc w/ TGSR ex | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 32.22% | 3 | 4 | 75.00% | 43.30% | -0.550019 | -1.334388 |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop - DS1 Capable | Benchmark | 5.50 | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 6.00 | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | 0.00% | 6 | 6 | 100.00% | 0.00% | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 8 | 8 | 100.00% | 0.00% | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coo | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELS | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELS | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks | LIS Trunk | Benchmark | 85.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-9B | Unbundled Loops | Unbundled Loops and Number Portability | Parity | N/A | XXX | XXX | XXX | 50.00% | 12 | 67 | 17.91% | 38.34% | -1.166257 | -1.709034 |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | XXX | XXX | XXX | | 3,583 | 354,787 | 1.01% | 10.00% | -0.202009 | -1.122813 |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 0.00% | 59,900 | 60,527 | 98.96% | 10.13% | -0.289359 | -1.175918 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-5A | All Troubles Cleared w/ 4 Hours-Zone 1 | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 17 | 21 | 80.95% | 39.27% | -0.473919 | -1.288122 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00 | 64:22 | 16 | 4.01 | 5.52 | -0.660595 | -1.401613 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 9 | 22 | 40.91% | 49.17% | -0.813761 | -1.494732 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | | 2 | 1,056 | 0.19% | 4.35% | -0.122744 | -1.074623 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 16.01% | 45 | 2,727 | 1.65% | 12.74% | 0.066021 | -0.959862 |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 0.00% | 59,900 | 60,527 | 98.96% | 10.13% | -0.289359 | -1.175918 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | Unbundled Loop - 2 Wire Non-Loaded | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | 0.00 | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | 19.98% | 2 | 1,056 | 0.19% | 4.35% | 1.512092 | -0.080714 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | | 45 | 2,727 | 1.65% | 12.74% | -0.258874 | -1.157384 |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 6.00 | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | 0.00% | 6 | 6 | 100.00% | 0.00% | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELS | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | | 3 | 59,806 | 0.01% | 0.71% | -0.276166 | -1.167897 |
| April 2016 | WA | XXX | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |

Qwest Corporation (Qwest or CTL-Q) Performance Results

| 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 | |
|------------|-------|---------|---------------------------|-----------|--|--|------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|-----------|
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 0.00% | 59,900 | 60,527 | 98.96% | 10.13% | -0.204614 | -1.124397 | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 3.79% | 59,900 | 60,527 | 98.96% | 10.13% | -2.309341 | -2.40398 | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-5A | All Troubles Cleared w/ 4 Hours-Zone 1 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | | 16 | 19 | 84.21% | 36.46% | 0.841621 | -0.488331 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-5A | All Troubles Cleared w/ 4 Hours-Zone 1 | UNBUNDLED LOOP - ADSL COMPATIBLE | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-5A | All Troubles Cleared w/ 4 Hours-Zone 1 | Unbundled Loop - 2 Wire Non-Loaded | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-5A | All Troubles Cleared w/ 4 Hours-Zone 1 | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 37.27% | 17 | 21 | 80.95% | 39.27% | -0.130984 | -1.079633 | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 50.00% | 18 | 24 | 75.00% | 43.30% | 0.065605 | -0.960115 | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00 | 38:14 | 14 | 2:44 | 2:27 | 1:190118 | -0.27646 | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | XXX | XXX | XXX | 2:37 | 16:16 | 2 | 8:08 | 0:34 | -0.878042 | -1.533811 | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | 2:35 | 16:16 | 2 | 8:08 | 0:34 | -8.819317 | -6.361764 | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 2:14 | 64:22 | 16 | 4:01 | 5:52 | -0.295375 | -1.179575 | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Unbundled Loop Analog | Parity | N/A | XXX | XXX | XXX | 13:27 | 112480:53 | 3,284 | 34:15 | 41:22 | -2.646771 | -2.609122 | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 2:04 | 131:55 | 17 | 7:46 | 18:20 | -0.279237 | -1.169764 | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | XXX | XXX | XXX | 11:00 | 25976:02 | 725 | 35:50 | 34:28 | -1.386088 | -1.842681 | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 9 | 22 | 40.91% | 49.17% | -0.813761 | -1.494732 | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | XXX | XXX | XXX | 0.00% | 0 | 2 | 0.00% | 0.00% | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | 24.94% | 0 | 2 | 0.00% | 0.00% | -1.186831 | -1.721542 | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 37.27% | 9 | 22 | 40.91% | 49.17% | -1.070567 | -1.650858 | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Unbundled Loop Analog | Parity | N/A | XXX | XXX | XXX | 19.23% | 378 | 3,627 | 10.42% | 30.55% | -1.093461 | -1.664777 | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 7 | 24 | 29.17% | 45.45% | -0.871884 | -1.530068 | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | XXX | XXX | XXX | 0.00% | 75 | 767 | 9.78% | 29.70% | -0.656717 | -1.399255 | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 10.26% | 43 | 2,703 | 1.59% | 12.51% | -0.673059 | -1.409191 | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | | 3 | 59,806 | 0.01% | 0.71% | -0.345087 | -1.209798 | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | XXX | XXX | XXX | 5.88% | 2 | 1,055 | 0.19% | 4.35% | 0.923274 | -0.438689 | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | 4.54% | 2 | 1,056 | 0.19% | 4.35% | 0.118067 | -0.92822 | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 6.40% | 45 | 2,727 | 1.65% | 12.74% | -2.996878 | -2.821972 | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | XXX | XXX | XXX | 4.90% | 4,394 | 523,656 | 0.84% | 9.12% | -7.236812 | -5.399669 | |
| April 2016 | WA | XXX | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSF LIS Trunk | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -3 | |
| April 2016 | WA | XXX | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc w/ TGSR ex LIS Trunk | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -3 | |
| April 2016 | WA | XXX | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/ TGS LIS Trunk | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/ TGSR e LIS Trunk | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due D | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | 16.66 | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due D | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00 | 36 | 2 | 18.00 | 24.04 | -0.540729 | -1.32874 | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due D | Unbundled Loop Analog | Parity | N/A | XXX | XXX | XXX | 0.00 | 58,897 | 425 | 138.58 | 174.45 | -0.793474 | -1.482398 | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-15B-RD | Pending Orders Delayed for Facilities | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-15B-RD | Pending Orders Delayed for Facilities | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 2 | 2 | 100.00% | 0.00% | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-15B-RD | Pending Orders Delayed for Facilities | Unbundled Loop Analog | Parity | N/A | XXX | XXX | XXX | 0.00% | 184 | 425 | 43.29% | 49.55% | -0.87275 | -1.530595 | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 42.42% | 3 | 4 | 75.00% | 43.30% | -0.061113 | -1.037154 | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop Analog | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 6.00 | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop - DS1 Capable | Benchmark | 5.50 | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop Analog | Benchmark | 6.00 | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 6.00 | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | 13.97% | 6 | 6 | 100.00% | 0.00% | -1.21714 | -1.739968 | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 33.68% | 8 | 8 | 100.00% | 0.00% | 0.268926 | -0.836505 | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop Analog | Parity | N/A | XXX | XXX | XXX | 0.00% | 2,422 | 2,571 | 94.20% | 23.37% | -1.594454 | -1.969359 | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELS | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELS | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-9B | Unbundled Loops | Unbundled Loops and Number Portability | Parity | N/A | XXX | XXX | XXX | 46.29% | 12 | 67 | 17.91% | 38.34% | -1.786213 | -2.08594 | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |

Qwest Corporation (Qwest or CTL-Q) Performance Results

| 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 |
|------------|-------|---------|---------------------------|-----------|--|---------------------------------------|------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 0.00% | 59,900 | 60,527 | 98.96% | 10.13% | -0.177203 | -1.107732 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | | 43 | 2,703 | 1.59% | 12.51% | -0.179741 | -1.109275 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | SUB-LOOP UNBUNDLING | Parity | N/A | XXX | XXX | XXX | | 46 | 3,068 | 1.50% | 12.15% | -0.123356 | -1.074995 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | UNBUNDLED LOOP - ADSL COMPATIBLE | Parity | N/A | XXX | XXX | XXX | | 2 | 1,055 | 0.19% | 4.35% | -0.3335 | -1.202754 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | | 2 | 1,056 | 0.19% | 4.35% | -0.061546 | -1.037417 |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELS | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks | LIS Trunk | Benchmark | 85.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | | 3 | 59,806 | 0.01% | 0.71% | -0.441319 | -1.268303 |
| April 2016 | WA | XXX | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSF | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc w/ TGSR ex | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGS | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/ TGSR e | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coo | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 0.00% | 59,900 | 60,527 | 98.96% | 10.13% | -0.144687 | -1.087963 |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | XXX | XXX | XXX | | 3,583 | 354,787 | 1.01% | 10.00% | -0.142843 | -1.086842 |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 9.85% | 59,900 | 60,527 | 98.96% | 10.13% | -0.055322 | -1.033634 |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | | 3 | 59,806 | 0.01% | 0.71% | -0.319897 | -1.194483 |
| April 2016 | WA | XXX | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSF | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGS | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 24.94% | 59,900 | 60,527 | 98.96% | 10.13% | 1.058979 | -0.356186 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-5X | Out of Service cleared w/ 24 hours | SUB-LOOP UNBUNDLING | Parity | N/A | XXX | XXX | XXX | 0.00% | 2,000 | 4,053 | 49.35% | 50.00% | -0.016695 | -1.01015 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6A | Mean Time to Restore-Disp w/ MSA | SUB-LOOP UNBUNDLING | Parity | N/A | XXX | XXX | XXX | 0.00% | 108929:48 | 3,097 | 35:10 | 41:54 | 1.41183 | -0.141668 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7A | Repair Repeat Rprt Rate-Disp w/ MSA | SUB-LOOP UNBUNDLING | Parity | N/A | XXX | XXX | XXX | 0.00% | 3 | 4 | 75.00% | 43.30% | -1.549193 | -1.941843 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | SUB-LOOP UNBUNDLING | Parity | N/A | XXX | XXX | XXX | 7.00% | 46 | 3,068 | 1.50% | 12.15% | -1.143091 | -1.69495 |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due D | Sub-Loop Unbundling | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELS | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | | 3 | 59,806 | 0.01% | 0.71% | -0.197524 | -1.120086 |
| April 2016 | WA | XXX | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 5.23% | 3 | 59,806 | 0.01% | 0.71% | 1.977723 | 0.20237 |
| April 2016 | WA | XXX | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSF | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGS | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coo | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | | 3 | 59,806 | 0.01% | 0.71% | -0.034691 | -1.021091 |

Qwest Corporation (Qwest or CTL-Q) Performance Results

| 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 |
|------------|-------|---------|---------------------------|-----------|--|---------------------------------------|------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | | 3 | 59,806 | 0.01% | 0.71% | -0.286311 | -1.174065 |
| April 2016 | WA | XXX | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSF | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc w/ TGSR ex | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGS | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR e | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coo | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 0.00% | 59,900 | 60,527 | 98.96% | 10.13% | -0.144687 | -1.087963 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | | 2 | 1,056 | 0.19% | 4.35% | -0.499228 | -1.303509 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | | 45 | 2,727 | 1.65% | 12.74% | -0.387956 | -1.235861 |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 3 | 4 | 75.00% | 43.30% | -0.516398 | -1.313948 |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-4D | Interval Zone 1 Areas | Unbundled Loop - DS1 Capable | Benchmark | 5.50 | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 8 | 8 | 100.00% | 0.00% | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELS | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELS | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 0.00% | 59,900 | 60,527 | 98.96% | 10.13% | -0.479792 | -1.291693 |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 0.00% | 59,900 | 60,527 | 98.96% | 10.13% | -0.5964 | -1.362586 |
| April 2016 | WA | XXX | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-5X | Out of Service cleared w/ 24 hours | Business | Parity | N/A | XXX | XXX | XXX | 0.00% | 363 | 663 | 54.75% | 49.77% | -0.908406 | -1.552272 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | | 3 | 59,806 | 0.01% | 0.71% | -0.483945 | -1.294218 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | XXX | XXX | XXX | | 3,583 | 354,787 | 1.01% | 10.00% | -0.101005 | -1.061407 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | | 2 | 1,056 | 0.19% | 4.35% | -0.455548 | -1.276953 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | XXX | XXX | XXX | | 4,394 | 523,656 | 0.84% | 9.12% | -2.202697 | -2.339145 |
| April 2016 | WA | XXX | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSF | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc w/ TGSR ex | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGS | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR e | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coo | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELS | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 0.00% | 59,900 | 60,527 | 98.96% | 10.13% | -0.144687 | -1.087963 |
| April 2016 | WA | XXX | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | | 43 | 2,703 | 1.59% | 12.51% | -0.401321 | -1.243986 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | | 3 | 59,806 | 0.01% | 0.71% | -0.097984 | -1.05957 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | | 2 | 1,056 | 0.19% | 4.35% | -0.338382 | -1.205722 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | | 45 | 2,727 | 1.65% | 12.74% | -0.289377 | -1.175929 |
| April 2016 | WA | XXX | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSF | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.13% | | | | | | -2.665714 |
| April 2016 | WA | XXX | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGS | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-3D | Interval Zone 1 Areas | Unbundled Loop - 2 Wire Non-Loaded | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | 0.00% | 6 | 6 | 100.00% | 0.00% | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELS | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 0.00% | 59,900 | 60,527 | 98.96% | 10.13% | -0.250596 | -1.152352 |
| April 2016 | WA | XXX | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-5A | All Troubles Cleared w/ 4 Hours-Zone 1 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 16 | 19 | 84.21% | 36.46% | -0.422049 | -1.256587 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-6D | Mean Time to Restore Interval Zone 1 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00 | 38:14 | 14 | 2:44 | 2:27 | -1.06499 | -1.647468 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-7D | Repair Repeat Report Rate-Zone 1 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 0.00% | 9 | 22 | 40.91% | 49.17% | -0.813761 | -1.494732 |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | 15.25% | 43 | 2,703 | 1.59% | 12.51% | 0.011719 | -0.992875 |

Qwest Corporation (Qwest or CTL-Q) Performance Results

| 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 | |
|------------|-------|---------|---------------------------|-----------|--|---------------------------------------|--------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|-----------|
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-3C | LSRs received via facsimile | Product Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELS | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5C-(c) | FOCs on Time for manual LSRs via Facsimile | LNP | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coo | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | | 3 | 59,806 | 0.01% | 0.71% | -0.17601 | -1.107007 | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | | 2 | 1,056 | 0.19% | 4.35% | -0.239052 | -1.145333 | |
| April 2016 | WA | XXX | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 0.00% | 59,900 | 60,527 | 98.96% | 10.13% | -0.144687 | -1.087963 | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | | 43 | 2,703 | 1.59% | 12.51% | -0.56651 | -1.344414 | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | | 3 | 59,806 | 0.01% | 0.71% | -0.060063 | -1.036515 | |
| April 2016 | WA | XXX | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | XXX | XXX | XXX | | 3,583 | 354,787 | 1.01% | 10.00% | -0.364173 | -1.221401 | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 0.00% | 59,900 | 60,527 | 98.96% | 10.13% | -0.144687 | -1.087963 | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | | 45 | 2,727 | 1.65% | 12.74% | -0.129508 | -1.078735 | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by De | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Collocation | CP-2B | Non-Forecasted and Late Forecasted Collocatio | All | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Collocation | CP-2C | Collocations with Intervals Longer than 120 Days | All | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | | 3 | 59,806 | 0.01% | 0.71% | -0.353806 | -1.215099 | |
| April 2016 | WA | XXX | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.14% | | | | | | | -2.946514 |
| April 2016 | WA | XXX | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR ex | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.05% | | | | | | | -2.98297 |
| April 2016 | WA | XXX | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR e | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coo | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks | LIS Trunk | Benchmark | 85.00% | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 0.00% | 59,900 | 60,527 | 98.96% | 10.13% | -0.490571 | -1.298246 | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | XXX | XXX | XXX | | 3,583 | 354,787 | 1.01% | 10.00% | -0.101005 | -1.061407 | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | XXX | XXX | XXX | | 3,583 | 354,787 | 1.01% | 10.00% | -0.101005 | -1.061407 | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 0.00% | 59,900 | 60,527 | 98.96% | 10.13% | -0.723146 | -1.439642 | |
| April 2016 | WA | XXX | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | XXX | XXX | XXX | | 43 | 2,703 | 1.59% | 12.51% | -1.100118 | -1.668824 | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | | 3 | 59,806 | 0.01% | 0.71% | -0.26123 | -1.158816 | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | XXX | XXX | XXX | | 2 | 1,056 | 0.19% | 4.35% | -0.619334 | -1.376528 | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | XXX | XXX | XXX | | 45 | 2,727 | 1.65% | 12.74% | -0.547753 | -1.33301 | |
| April 2016 | WA | XXX | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | | |

Qwest Corporation (Qwest or CTL-Q) Performance Results

| 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 |
|------------|-------|---------|---------------------------|-----------|--|---------------------------|------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELS | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | | 3 | 59,806 | 0.01% | 0.71% | -0.288293 | -1.175269 |
| April 2016 | WA | XXX | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TG | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.44% | | | | | | -1.2336 |
| April 2016 | WA | XXX | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TG | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | | 3 | 59,806 | 0.01% | 0.71% | -0.286311 | -1.174065 |
| April 2016 | WA | XXX | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TG | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TG | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | XXX | XXX | XXX | | 3 | 59,806 | 0.01% | 0.71% | -0.195033 | -1.118572 |
| April 2016 | WA | XXX | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TG | LIS Trunk | Parity | N/A | XXX | XXX | XXX | 0.00% | | | | | | -3 |
| April 2016 | WA | XXX | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TG | LIS Trunk | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coo | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | XXX | XXX | XXX | | | | | | | |
| April 2016 | WA | XXX | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | XXX | XXX | XXX | 0.00% | 59,900 | 60,527 | 98.96% | 10.13% | -0.10231 | -1.0622 |