# Summary of Notes for CenturyLink Regional Performance Results Report December 2013 Results Dated January 10, 2014

February 28, 2014

#### General Comments:

- This Summary of Notes is based on the current PID in effect in each state in accordance with state-by-state implementation.
   Detailed information on which PID (Exhibit B) version is in effect can be viewed on line at <a href="http://www.centurylink.com/wholesale/clecs/nta.html">http://www.centurylink.com/wholesale/clecs/nta.html</a>
- Instances where no CLEC and/or CenturyLink results are reported for a particular month, and instances where no measurement is reported, are due to no CLEC activity.
- Manual Service Order Accuracy (PO-20), New Service Quality (OP-5) and Repair Repeat Report Rate (MR-7) are reported one month in arrears. When a documented code change includes one of these PIDs, the impacted month is one month behind. As an example, if the change applied to OP-3, OP-4, OP-5, and OP-6 as was completed in the June 2005 release, the ">" in the June column would be selected. This would indicate that the change applied to June results going forward for OP-3, OP-4, and OP-6 but since OP-5 is reported one month in arrears, the change applied to the May results reflected on the June report and going forward.
- For notes regarding monthly reports for 2012, see Summary of Notes for January 2012 through December 2012.
- Performance reporting for BI -1 Time to Provide Recorded Usage Records, begins with the first full month of results after the CLEC provides
  usage delivery instructions.

PID Numbers	Products (if applicable)	Description of Note/Comment	D	J	F	М	Α	М	J	J	Α	s	0	Ν
All	All Applicable	Created new user friendly report to enhance analysis capabilities, 271_Exhibit(14_State_PID)_Regional_Excel_ALL_Jul13, in Excel format presenting results for all 14 states. This month the report is provided in addition to the PDF formatted reports. Report will replace individual state-specific reports in PDF format in a future release.								^				
GA-1 GA-3 GA-4 GA-6 GA-8	N/A	Per Docket No. 02M-259T In the Matter of Qwest Corporation's Colorado Performance Assurance Plan changed names, consolidated, and modified disaggregations of performance metrics to report on the quality of CLEC access to gateway systems regardless of the system in Colorado. Revised standards to diagnostic. Completed for Colorado only.								۸				
GA-7	None	Per Docket No. 02M-259T In the Matter of Qwest Corporation's Colorado Performance Assurance Plan changed the standard to diagnostic for Timely Outage Resolution following Software Release. Completed for Colorado only.									^			
PO-2B	Resale Agg, UBL Loop Agg, and LNP	Per Docket No. 02M-259T In the Matter of Qwest Corporation's Colorado Performance Assurance Plan changed the standard to diagnostic for Electronic Flow-through of flow-through-eligible LSRs. Completed for Colorado only.										^		

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PO-2	Line Sharing	Per Docket No. 02M-259T In the Matter of Qwest Corporation's Colorado Performance Assurance Plan implemented code to remove reporting for discontinued product. Completed for Colorado only.							R	R	R	>
PO-2 PO-3 PO-4 PO-5A PO-5B	Resale	Enhanced code to identify Resale records for 1 CLEC and exclude per ICA modification			۸							
PO-2B-1, PO-2B-2,	UNE-P (POTS) and UNE-P (Centrex 21),Line Sharing,Non- loaded Loop 4 Wire ,ISDN Capable Loop, Loops types of DS3 & higher,Dark Fiber Loop	Per Docket No. 02M-259T In the Matter of Qwest Corporation's Colorado Performance Assurance Plan implemented code change to remove discontinued products from the Excel formatted report. Completed for Colorado only.	^									
PO-2 PO-3 PO-4 PO-5A PO-5B PO-5C OP-3 OP-4 OP-5 OP-6 OP-15	Resale	Revised code that was implemented last month to identify Resale records for 1 CLEC to assure they are included in aggregate CLEC results Minnesota and South Dakota					>					
PO-4	N/A	Per Docket No. 02M-259T In the Matter of Qwest Corporation's Colorado Performance Assurance Plan implemented code to remove reporting for discontinued PID. Completed for Colorado only.									۸	
PO-5B	LNP	Per Docket No. 02M-259T In the Matter of Qwest Corporation's Colorado Performance Assurance Plan updated the volume threshold for LNP in PO-5 (FOC Timeliness) to reflect current standard intervals. Completed for all 14 states.							۸			
PO-6 PO-7 PO-15 PO-16	All applicable	Per Docket No. 02M-259T In the Matter of Qwest Corporation's Colorado Performance Assurance Plan eliminating these PIDs from Colorado reporting (Work Completion Notification Timeliness, Billing Completion Notification Timeliness, Number of Due Date Changes per Order, Timely Release Notifications). Completed for Colorado only.						^				
PO-6 PO-7 PO-15	None	Enhanced code to identify Resale records for 1 CLEC and exclude per ICA modification			>							

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PO-6	None	Revised code that was implemented last month to identify				>				
PO-7		Resale records for 1 CLEC to assure they are included in								
PO-15		aggregate CLEC results Minnesota and South Dakota								
PO-8	Non-designed Svcs, LNP w/o number port, LIS Trunks and UNEP POTS	Per Docket No. 02M-259T In the Matter of Qwest Corporation's Colorado Performance Assurance Plan eliminated Jeopardy Notice Interval. Completed for Colorado only						^		
PO-8A	Non-Designed	Enhanced code to identify Resale records for 1 CLEC and								
PO-9A	Services	exclude per ICA modification								
PO-8A PO-9A	Non-Designed Services	Revised code that was implemented last month to identify Resale records for 1 CLEC to assure they are included in aggregate CLEC results Minnesota and South Dakota				^				
PO-19X	None	Implemented code to report new release 34.0 effective for April 2013 and going forward.			>					
PO-19X	None	Implemented code to report new release 35.0 effective for October 2013 and going forward.							^	
PO-20 PO-20P4	Resale and UNE-P (POTS and Centrex 21)	Enhanced code to identify Resale records for 1 CLEC and exclude per ICA modification		>						
PO-20 PO-20P4	Resale and UNE-P (POTS and Centrex 21)	Revised code that was implemented last month to identify Resale records for 1 CLEC to assure they are included in aggregate CLEC results Minnesota and South Dakota				^				
PO-20	All Applicable	Per Docket No. 02M-259T In the Matter of Qwest Corporation's Colorado Performance Assurance Plan discontinued reporting Manual Service Order Accuracy. Completed for Colorado only					۸			
OP-3A OP-3B OP-3C OP-4A OP-4B OP-4C OP-5 OP-6A OP-6B OP-6C OP-15	All Applicable	Enhanced code to better determine dispatch status using additional data.				^				

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OP-3	UNE-P (POTS,	Per Docket No. 02M-259T In the Matter of Qwest Corporation's					1				
OP-4	Centrex 21,	Colorado Performance Assurance Plan implemented code to									
OP-15	Centrex),Line	remove reporting for discontinued products. Completed for CO									
01 - 13	Sharing/Line	only.									
	Splitting/Loop	orny.									
	Splitting, UDITS, Non-										
	loaded Loop 4										
	Wire,ISDN Capable										
	Loop, Loops types of										
	DS3 & higher,Dark										
	Fiber Loop,Loops										
	with										
	Conditioning,E911/91										
	1 Trunks,EELS DS0										
	& DS3										
OP-5		Per Docket No. 02M-259T In the Matter of Qwest Corporation's	>								
	PBX, ISDN, EEL	Colorado Performance Assurance Plan implemented code to					1				
	DSO, EEL DS3, UBL	remove reporting for discontinued products. Completed for CO									
	4W, UBL DS3,	only.									
	UNEP, CTX, Line										
	Share, Dark Fiber										
OP5B,	All Applicable	Per Docket No. 02M-259T In the Matter of Qwest Corporation's							>		
OP5T and		Colorado Performance Assurance Plan discontinued reporting									
OP5R		these disaggregations of New Service Quality. Completed for									
		Colorado only									
OP-6	All Applicable	Per Docket No. 02M-259T In the Matter of Qwest Corporation's						>			
		Colorado Performance Assurance Plan eliminating this PID from									
		Colorado reporting ('Delayed Days). Completed for Colorado									
		only									
OP-6A	UBL - 2-wire non-	Continuous improvement effort identified certain loop types were		>							
OP-6B	loaded Loop	being included in the loop product categories that should not									
OP-15A	UBL - 4-wire non-	have been. Updated code to apply rules excluding these									
OP-15B	loaded Loop	ineligible records.									
	UBL - ADSL-qualified										
	Loop										
	UBL - xDSLi-capable										
	Loop										
OP-7	Analog Loops	Per Docket No. 02M-259T In the Matter of Qwest Corporation's					T		>		
	All Other Loops	Colorado Performance Assurance Plan discontinued reporting									
	, oo. 200po	Coordinated "Hot Cut" Interval. Completed for Colorado only.									
		coordinated Flot out Interval. Completed for Colorado Only.									
OP-13	Coordinated Loops	Per Docket No. 02M-259T In the Matter of Qwest Corporation's					1		М	>	
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		· ·									
		- epot and the distribution of the contract of colorado only.					1				
OP-13	Coordinated Loops	Per Docket No. 02M-259T In the Matter of Qwest Corporation's Colorado Performance Assurance Plan implemented code to remove reporting for discontinued PID. Completed for Colorado only.									>

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OP-15A	All Applicable	Enhanced code to ensure that all pending orders are included	1		1					>			
OP-15B	, , .ppcac	g oracle and marker portaining oracle and more											1
OP-17	Analog Loops All Other Loops	Per Docket No. 02M-259T In the Matter of Qwest Corporation's Colorado Performance Assurance Plan discontinued reporting Timeliness of Disconnects associated with LNP Orders. Completed for Colorado only.									^		
OP-17	LNP	Enhanced code to identify Resale records for 1 CLEC and exclude per ICA modification				>							
OP-17	LNP	Revised code that was implemented last month to identify Resale records for 1 CLEC to assure they are included in aggregate CLEC results Minnesota and South Dakota						^					
MR-2	N/A	Per Docket No. 02M-259T In the Matter of Qwest Corporation's Colorado Performance Assurance Plan implemented code to remove reporting for discontinued PID. Completed for Colorado only.										^	
MR-3 MR-4	All Applicable	Per Docket No. 02M-259T In the Matter of Qwest Corporation's Colorado Performance Assurance Plan eliminating these two PIDs from Colorado reporting (Out of Service Cleared within 24 Hours' and 'All Troubles Cleared within 48 Hours). Completed for Colorado only							۸				
MR-5	Unbundled 2 Wire Non-loaded Loop Unbundled xDSL-I Loop Unbundled ADSL (qualified) Compatible Loop Resale Business Single Line Service Sub Loops	Per No. 02M-259T In the Matter of Qwest Corporation's Colorado Performance Assurance Plan revising the PID Title from All Troubles Cleared within 4 Hours to All Troubles Cleared within Specified Intervals thus adding a 24 hour category for specified products (Temporarily titled MR-5RD-X) and adding new product disaggregations in Colorado. Changed standards for new products to diagnostic							۸				
MR-5 MR-7 MR-6 MR-8 MR-9	All Applicable	Per No. 02M-259T In the Matter of Qwest Corporation's Colorado Performance Assurance Plan modified code to implement approved exclusion of non-company caused troubles for these metrics in Colorado							^				
MR-3 MR-4 MR-6 MR-7 MR-8 MR-9	All Applicable	Revised tickets created by automated system to accurately identify 'out of service' condition in the state of Minnesota.		>									

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MR-3	Resale	Enhanced code to identify Resale records for 1 CLEC and	R	R	>					R	
MR-4		exclude per ICA modification									i
MR-6											i
MR-7											l
MR-8											
MR-9											ш
MR-3	Resale	Revised code that was implemented last month to identify					>	R			
MR-4		Resale records for 1 CLEC to assure they are included in									
MR-6		aggregate CLEC results Minnesota and South Dakota									
MR-7											
MR-8											
MR-9	Habita da DC4 Laga	Code ambanasantin the December 2010 release identified and							Г	Б	$igwdate{}$
MR-3	Unbundled DS1 Loop								R	R	
MR-4 MR-5	Loop Types of DS3	excluded records determined ineligible for 271 inclusion per non-									
MR-6	and above UDIT-DS1 level	impaired wire centers (as of February 2011) as determined by the FCC's Triennial Review Remand Order (TRRO), FCC 04-290									
MR-7	UDIT-DST level	(WC Docket No. 04-313 and CC Docket No. 01-338) released									
MR-8	level	February 4, 2005. January 2013 release reran August,									
IVIK-0	EEL-DS1 level	September, and October 2012 to apply logic historically.									
	EEL-DS3 level	September, and October 2012 to apply logic historically.									
	Dark Fiber-IOF										
	Dark Fiber-Loop										
	Dark Fiber Loop										
MR-3	All Applicable	Improved accuracy of results through the elimination of a		>				>			
MR-4	Designed Products	negligible number of duplicate records.									
MR-5											
MR-6											
MR-7											
MR-8											
MR-6	Business Resale, UNE-P	Per Docket No. 02M-259T In the Matter of Qwest Corporation's								>	
MR-7	(POTS, Centrex 21,	Colorado Performance Assurance Plan implemented code to remove									
MR-9	Centrex),Line	reporting for discontinued products. Completed for CO only.									
	Sharing/Line										
	Splitting/Loop										
	Splitting, UDITS, Non-										
	loaded Loop,4										
	Wire,ISDN Capable										
	Loop,Loops types of										
	DS3 & higher,Dark										
	Fiber Loop,E911/911										
	Trunks,EELS DS0 & DS3										
	,										Ш
MR-8	All applicable	Adjusted code to assure accurate line counts in the state of									
		A 1 1 1									1
		Nebraska									

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MR-8	Dark Fiber-IOF Dark Fiber-Loop	Completed MR-8 code enhancement started in the December 2012 to identify and exclude Commercial Dark Fiber as ineligible	>							
BI-1A BI-3A BI-4A	UNEs and Resale	Enhanced code to identify Resale records for 1 CLEC and exclude per ICA modification		>						
BI-3A BI-4A	UNEs and Resale	Revised code that was implemented last month to identify Resale records for 1 CLEC to assure they are included in aggregate CLEC results Minnesota and South Dakota				>				
BI-3A BI-3B BI-4B	UNEs and Resale Reciprocal Comp MOU	Per Docket No. 02M-259T In the Matter of Qwest Corporation's Colorado Performance Assurance Plan changed the standard to diagnostic for Billing Accuracy - Adjustments for Errors and Billing Completeness. Completed for Colorado only							۸	
BI-1A BI-1B BI-1C	UNEs and Resale and JPSA	Per Docket No. 02M-259T In the Matter of Qwest Corporation's Colorado Performance Assurance Plan discontinued reporting Time to Provide Recorded Usage Records. Completed for Colorado only							^	
BI-1A	UNEs and Resale	Revised code that was implemented in June to identify Resale records for 1 CLEC to assure they are included in aggregate CLEC results Minnesota and South Dakota					^	^		
DB-1A	E911 Listings LIDB	Per Docket No. 02M-259T In the Matter of Qwest Corporation's Colorado Performance Assurance Plan discontinued reporting Time to Update Databases for E911. Changed the standard from parity by design to diagnostic for Listings and LIDB products. Completed for Colorado only						^		
DB-2C-1	Listings	Per Docket No. 02M-259T In the Matter of Qwest Corporation's Colorado Performance Assurance Plan discontinued reporting Accurate Database Updates for Listings. Completed for Colorado only						>		
DA-1 OS-1	None	Per Docket No. 02M-259T In the Matter of Qwest Corporation's Colorado Performance Assurance Plan discontinued reporting Speed of Answer - Directory Assistance and Speed of Answer - Operator Services. Completed for Colorado only							^	
NP-1A NP-1B	None	Per Docket No. 02M-259T In the Matter of Qwest Corporation's Colorado Performance Assurance Plan discontinued reporting NXX Code Activation. Completed for Colorado only						^		
CP-1A CP-2 CP-3 CP-4	None	Per Docket No. 02M-259T In the Matter of Qwest Corporation's Colorado Performance Assurance Plan discontinued reporting Collocation Interval, Collocation Feasibility Study Interval, and Collocation Feasibility Study Commitments Met. Changed the standards for CP-2 to Diagnostic. Completed for Colorado only						۸		

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### **Explanation for Display of Statistics:**

#### **Percentage-type Measurements**

- N/A is displayed when the statistic is not defined and cannot be calculated; i.e., there is no variance.
- Z-score N/A is displayed when all CenturyLink observations have the same value. Note that the CenturyLink standard deviation is not displayed on the report.
- Parity score N/A is displayed when all observations from both the CLEC and CenturyLink samples have the same value, e.g., both results are 100% or 0%. Note that this is a parity condition; however a parity score can't be calculated.
- A Blank is displayed when there are no data available on which to calculate the statistic.
- If there are no CLEC data, the CLEC fields are blank, and the z-score and parity fields are blank.
- If there are no CenturyLink data, the CenturyLink fields are blank, and the z-score and parity fields are blank.

## **Interval-type Measurements**

- A blank is displayed when the statistic is not defined and cannot be calculated; i.e., there is no variance, or when there are no data available on which to calculate the statistic.
- Z-score A blank is displayed when all CenturyLink observations have the same value. Note that the CenturyLink standard deviation is not displayed on the report.
- Parity score A blank is displayed when all observations from both the CLEC and CenturyLink samples have the same value, e.g., both
  results are 100% or 0%. (Note that this is a parity condition, however a parity score can't be calculated.)
- If there are no CLEC data, the CLEC fields are blank, and the z-score and parity fields are blank.
- If there are no CenturyLink data, the CenturyLink fields are blank, and the z-score and parity fields are blank.

Please see also the document, "Reading Reports," also on CenturyLink's Wholesale 271 Performance Results reporting website

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http://www.centurylink.com/wholesale/results/readreports.html

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