

Qwest 272 Sunset Special Access Measurements
DECEMBER 2013

| | | | | OCTOBER 2013 | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
| State | Metric | Metric Name | Product | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity |
| AZ | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 20 | 95.00% | 29 | 100.00% | -0.86 |
| AZ | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 1175 | 97.62% | 312 | 93.59% | -1.97 |
| AZ | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 187 | 94.65% | 13 | 84.62% | -1.74 |
| AZ | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 1 | 0.00% | 1 | 100.00% | -1 |
| AZ | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 513 | 93.37% | 206 | 90.78% | -1.45 |
| AZ | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 41 | 85.37% | 11 | 90.91% | -1.06 |
| AZ | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 1287 | 1.17% | 183 | 0.55% | -0.83 |
| AZ | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 28304 | 1.48% | 10091 | 1.99% | -3.11 |
| AZ | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 3084 | 0.58% | 1314 | 0.08% | 0.43 |
| AZ | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 15 | 8:02 | 1 | 28:54 | -5.16 |
| AZ | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 420 | 3:31 | 201 | 3:41 | -1.31 |
| AZ | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 18 | 1:54 | 1 | 1:39 | -1 |
| CO | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 64 | 96.88% | 4 | 100.00% | -1.73 |
| CO | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 1330 | 97.37% | 326 | 97.24% | -1.04 |
| CO | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 120 | 85.83% | 50 | 84.00% | -1.19 |
| CO | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 13 | 100.00% | 2 | 100.00% | |
| CO | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 718 | 85.93% | 218 | 91.28% | -0.46 |
| CO | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 37 | 59.46% | 34 | 73.53% | -0.39 |
| CO | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 1259 | 0.71% | 140 | 0.71% | -1.38 |
| CO | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 28832 | 0.64% | 10645 | 0.85% | -2.34 |
| CO | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 3081 | 0.23% | 1400 | 0.29% | -1.22 |
| CO | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 9 | 10:12 | 1 | 2:03 | -0.63 |
| CO | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 184 | 3:23 | 90 | 3:52 | -1.37 |
| CO | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 7 | 4:14 | 4 | 2:12 | -0.53 |
| IA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 28 | 89.29% | 11 | 100.00% | -0.78 |
| IA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 642 | 99.22% | 137 | 97.81% | -1.4 |
| IA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 46 | 67.39% | 105 | 96.19% | 1.71 |
| IA | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 7 | 85.71% | 2 | 50.00% | -1.65 |
| IA | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 317 | 88.33% | 131 | 92.37% | -0.59 |
| IA | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 9 | 88.89% | 81 | 93.83% | -0.97 |
| IA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 917 | 1.31% | 46 | 0.00% | -1.08 |

The 'Parity' column indicates statistical significance of the differences in results (at the 95% confidence level). Negative Parity numbers indicate 'parity.' The more negative, the greater the confidence that random variation explains the difference.

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|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
| State | Metric | Metric Name | Product | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity |
| IA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 14595 | 0.99% | 5637 | 1.42% | -2.57 |
| IA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 1483 | 0.27% | 832 | 0.24% | -0.92 |
| IA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 12 | 5:23 | | | |
| IA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 145 | 3:34 | 80 | 3:27 | -0.98 |
| IA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 4 | 1:50 | 2 | 1:02 | -0.26 |
| ID | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 25 | 100.00% | 2 | 100.00% | |
| ID | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 339 | 98.23% | 67 | 94.03% | -1.75 |
| ID | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 24 | 87.50% | 5 | 100.00% | -1.08 |
| ID | PIAM | Percent Installation Appointments Met | Special Access - DS0 | | | | | |
| ID | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 155 | 93.55% | 54 | 94.44% | -1.07 |
| ID | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 11 | 90.91% | 1 | 100.00% | -1.84 |
| ID | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 276 | 3.62% | 21 | 0.00% | -0.96 |
| ID | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 5377 | 1.19% | 2509 | 1.12% | -0.83 |
| ID | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 640 | 0.00% | 301 | 0.66% | -2.26 |
| ID | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 10 | 6:02 | | | |
| ID | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 64 | 2:30 | 28 | 2:14 | -0.75 |
| ID | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | | | 2 | 1:40 | |
| MN | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 59 | 98.31% | 29 | 93.10% | -1.77 |
| MN | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 1251 | 98.40% | 182 | 98.90% | -0.97 |
| MN | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 127 | 95.28% | 41 | 97.56% | -0.93 |
| MN | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 13 | 100.00% | 6 | 83.33% | -1.92 |
| MN | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 573 | 93.19% | 228 | 94.74% | -0.77 |
| MN | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 47 | 85.11% | 46 | 91.30% | -0.63 |
| MN | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 2058 | 1.02% | 272 | 1.84% | -1.73 |
| MN | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 23885 | 0.82% | 7484 | 0.82% | -0.97 |
| MN | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 2597 | 0.62% | 1236 | 0.24% | -0.06 |
| MN | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 21 | 2:43 | 5 | 5:05 | -2 |
| MN | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 196 | 2:54 | 61 | 3:18 | -1.68 |
| MN | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 16 | 2:15 | 3 | 1:42 | -0.86 |
| MT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 10 | 100.00% | | | |
| MT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 270 | 94.44% | 54 | 83.33% | -2.42 |

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| State | Metric | Metric Name | Product | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity |
| MT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 13 | 69.23% | 4 | 100.00% | -0.68 |
| MT | PIAM | Percent Installation Appointments Met | Special Access - DS0 | | | | | |
| MT | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 172 | 84.30% | 34 | 82.35% | -1.14 |
| MT | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 8 | 62.50% | 3 | 33.33% | -1.53 |
| MT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 366 | 0.82% | 30 | 0.00% | -1.49 |
| MT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 4333 | 1.38% | 1847 | 1.03% | -0.31 |
| MT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 535 | 0.19% | 308 | 0.00% | -1.21 |
| MT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 3 | 4:42 | | | |
| MT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 60 | 2:36 | 19 | 2:43 | -1.18 |
| MT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 1 | 0:15 | | | |
| ND | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 11 | 100.00% | 5 | 80.00% | -1.93 |
| ND | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 230 | 98.70% | 50 | 92.00% | -2.37 |
| ND | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 20 | 95.00% | 27 | 85.19% | -1.66 |
| ND | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 1 | 100.00% | 2 | 50.00% | -1.53 |
| ND | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 58 | 51.72% | 11 | 100.00% | 0.78 |
| ND | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 1 | 100.00% | | | |
| ND | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 364 | 2.20% | 41 | 0.00% | -0.88 |
| ND | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 4434 | 1.08% | 1265 | 1.50% | -1.74 |
| ND | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 365 | 0.27% | 164 | 0.00% | -1.3 |
| ND | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 8 | 2:07 | | | |
| ND | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 48 | 2:42 | 19 | 8:09 | -2.01 |
| ND | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 1 | 8:54 | | | |
| NE | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 15 | 100.00% | 13 | 100.00% | |
| NE | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 369 | 96.21% | 108 | 98.15% | -0.76 |
| NE | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 26 | 88.46% | 43 | 90.70% | -1.05 |
| NE | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 1 | 100.00% | 2 | 50.00% | -1.53 |
| NE | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 223 | 89.69% | 42 | 71.43% | -2.6 |
| NE | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 4 | 75.00% | 8 | 62.50% | -1.26 |
| NE | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 649 | 0.46% | 60 | 1.67% | -1.72 |
| NE | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 8103 | 1.48% | 2684 | 1.04% | 0.03 |
| NE | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 748 | 0.80% | 433 | 0.00% | -0.08 |

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| State | Metric | Metric Name | Product | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity |
| NE | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 3 | 6:42 | 1 | 1:34 | -0.72 |
| NE | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 120 | 4:01 | 28 | 2:41 | 0.12 |
| NE | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 6 | 3:02 | | | . |
| NM | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 16 | 100.00% | 4 | 100.00% | . |
| NM | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 355 | 98.03% | 121 | 97.52% | -1.12 |
| NM | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 39 | 82.05% | 50 | 98.00% | 0.38 |
| NM | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 4 | 100.00% | 2 | 100.00% | . |
| NM | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 198 | 93.43% | 124 | 88.71% | -1.74 |
| NM | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 11 | 63.64% | 10 | 60.00% | -1.1 |
| NM | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 514 | 3.11% | 18 | 0.00% | -1.11 |
| NM | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 8255 | 2.19% | 4217 | 1.94% | -0.45 |
| NM | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 943 | 0.85% | 577 | 0.87% | -1.02 |
| NM | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 16 | 2:53 | | | . |
| NM | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 181 | 3:31 | 82 | 3:38 | -1.12 |
| NM | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 8 | 2:28 | 5 | 1:58 | -0.73 |
| OR | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 25 | 100.00% | 2 | 100.00% | . |
| OR | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 528 | 96.78% | 139 | 92.81% | -1.78 |
| OR | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 47 | 87.23% | 40 | 90.00% | -0.96 |
| OR | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 6 | 83.33% | | | . |
| OR | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 246 | 90.65% | 91 | 95.60% | -0.36 |
| OR | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 13 | 92.31% | 13 | 53.85% | -2.34 |
| OR | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 971 | 0.51% | 70 | 1.43% | -1.59 |
| OR | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 13145 | 0.92% | 4135 | 1.21% | -1.99 |
| OR | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 1526 | 0.66% | 1151 | 0.09% | 0.38 |
| OR | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 5 | 5:30 | 1 | 5:32 | -1.01 |
| OR | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 121 | 2:57 | 50 | 2:47 | -0.78 |
| OR | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 10 | 2:45 | 1 | 2:17 | -1.31 |
| SD | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 4 | 100.00% | 5 | 100.00% | . |
| SD | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 138 | 99.28% | 70 | 98.57% | -1.3 |
| SD | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 10 | 60.00% | 5 | 100.00% | -0.38 |
| SD | PIAM | Percent Installation Appointments Met | Special Access - DS0 | | | 2 | 100.00% | . |

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| SD | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 76 | 88.16% | 29 | 93.10% | -0.79 |
| SD | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 2 | 100.00% | 2 | 100.00% | . |
| SD | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 278 | 1.08% | 40 | 0.00% | -1.26 |
| SD | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 3677 | 2.31% | 963 | 2.08% | -0.73 |
| SD | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 333 | 0.00% | 137 | 1.46% | -2.34 |
| SD | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 3 | 1:41 | | | . |
| SD | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 85 | 15:20 | 20 | 12:48 | -0.81 |
| SD | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | | | 2 | 3:46 | . |
| UT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 20 | 100.00% | 4 | 100.00% | . |
| UT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 450 | 94.67% | 91 | 98.90% | -0.41 |
| UT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 85 | 92.94% | 11 | 90.91% | -1.15 |
| UT | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 1 | 100.00% | | | . |
| UT | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 212 | 82.55% | 61 | 83.61% | -1.01 |
| UT | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 29 | 75.86% | 2 | 50.00% | -1.49 |
| UT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 465 | 0.22% | 36 | 0.00% | -1.89 |
| UT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 11476 | 1.07% | 3756 | 1.22% | -1.47 |
| UT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 1417 | 0.49% | 672 | 0.30% | -0.61 |
| UT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 1 | 10:15 | | | . |
| UT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 123 | 3:30 | 46 | 3:38 | -1.12 |
| UT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 7 | 3:31 | 2 | 4:12 | -1.11 |
| WA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 46 | 100.00% | 7 | 100.00% | . |
| WA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 1122 | 98.57% | 208 | 95.19% | -1.87 |
| WA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 99 | 85.86% | 33 | 81.82% | -1.34 |
| WA | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 8 | 100.00% | 2 | 50.00% | -2.28 |
| WA | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 437 | 91.08% | 99 | 81.82% | -2 |
| WA | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 37 | 75.68% | 5 | 60.00% | -1.45 |
| WA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 1279 | 0.94% | 177 | 0.56% | -1.03 |
| WA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 22628 | 0.84% | 7773 | 1.02% | -1.87 |
| WA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 2575 | 0.66% | 1461 | 0.34% | -0.2 |
| WA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 12 | 7:55 | 1 | 1:33 | -0.81 |
| WA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 190 | 3:29 | 79 | 3:43 | -1.25 |

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| State | Metric | Metric Name | Product | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity |
| WA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 17 | 3:23 | 5 | 4:43 | -1.22 |
| WY | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 5 | 80.00% | 2 | 50.00% | -1.48 |
| WY | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 188 | 97.34% | 46 | 80.43% | -3.17 |
| WY | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 8 | 100.00% | 2 | 0.00% | -2.92 |
| WY | PIAM | Percent Installation Appointments Met | Special Access - DS0 | | | | | |
| WY | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 116 | 89.66% | 37 | 70.27% | -2.75 |
| WY | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 1 | 100.00% | | | . |
| WY | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 217 | 5.53% | 32 | 0.00% | -0.45 |
| WY | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 2874 | 2.09% | 1420 | 2.46% | -1.48 |
| WY | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 282 | 0.35% | 182 | 0.55% | -1.19 |
| WY | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 12 | 7:42 | | | . |
| WY | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 60 | 3:00 | 35 | 3:53 | -1.68 |
| WY | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 1 | 1:05 | 1 | 3:11 | . |

The 'Parity' column indicates statistical significance of the differences in results (at the 95% confidence level). Negative Parity numbers indicate 'parity.' The more negative, the greater the confidence that random variation explains the difference.

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| | | | | NOVEMBER 2013 | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
| State | Metric | Metric Name | Product | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity |
| AZ | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 41 | 100.00% | 6 | 100.00% | . |
| AZ | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 1165 | 96.91% | 277 | 96.03% | -1.2 |
| AZ | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 87 | 83.91% | 28 | 92.86% | -0.47 |
| AZ | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 4 | 100.00% | 2 | 100.00% | . |
| AZ | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 481 | 92.93% | 196 | 88.78% | -1.66 |
| AZ | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 36 | 91.67% | 9 | 66.67% | -2.2 |
| AZ | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 1090 | 2.11% | 189 | 0.53% | -0.25 |
| AZ | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 26559 | 2.49% | 10682 | 2.41% | -0.7 |
| AZ | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 2925 | 0.31% | 1343 | 0.30% | -0.97 |
| AZ | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 23 | 8:49 | 1 | 0:17 | 0.05 |
| AZ | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 662 | 6:58 | 257 | 9:07 | -2.56 |
| AZ | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 9 | 5:24 | 4 | 1:42 | -0.66 |
| CO | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 65 | 98.46% | | | . |
| CO | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 1188 | 95.96% | 297 | 95.96% | -1 |
| CO | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 126 | 90.48% | 39 | 87.18% | -1.36 |
| CO | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 6 | 100.00% | | | . |
| CO | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 709 | 91.26% | 169 | 86.98% | -1.46 |
| CO | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 21 | 85.71% | 14 | 85.71% | -1 |
| CO | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 1067 | 0.37% | 149 | 1.34% | -1.96 |
| CO | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 28178 | 0.61% | 11341 | 0.66% | -1.33 |
| CO | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 3026 | 0.63% | 1462 | 0.34% | -0.25 |
| CO | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 4 | 19:08 | 2 | 15:58 | -1.13 |
| CO | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 173 | 4:28 | 75 | 3:38 | -0.55 |
| CO | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 19 | 2:43 | 5 | 6:16 | -1.62 |
| IA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 27 | 100.00% | 3 | 100.00% | . |
| IA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 447 | 96.20% | 299 | 94.31% | -1.45 |
| IA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 45 | 66.67% | 47 | 68.09% | -1.05 |
| IA | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 2 | 100.00% | | | . |
| IA | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 174 | 83.91% | 82 | 85.37% | -0.95 |
| IA | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 12 | 66.67% | 37 | 67.57% | -1.17 |
| IA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 911 | 0.22% | 46 | 0.00% | -1.8 |

The 'Parity' column indicates statistical significance of the differences in results (at the 95% confidence level). Negative Parity numbers indicate 'parity.' The more negative, the greater the confidence that random variation explains the difference.

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| | | | | NOVEMBER 2013 | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
| State | Metric | Metric Name | Product | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity |
| IA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 14542 | 0.86% | 5660 | 1.10% | -1.96 |
| IA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 1495 | 0.40% | 848 | 0.24% | -0.6 |
| IA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 2 | 9:44 | | | |
| IA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 125 | 4:14 | 62 | 3:59 | -0.88 |
| IA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 6 | 12:57 | 2 | 0:49 | -0.45 |
| ID | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 19 | 100.00% | | | |
| ID | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 330 | 94.55% | 54 | 87.04% | -1.77 |
| ID | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 18 | 77.78% | 8 | 75.00% | -1.09 |
| ID | PIAM | Percent Installation Appointments Met | Special Access - DS0 | | | | | |
| ID | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 67 | 91.04% | 47 | 97.87% | -0.33 |
| ID | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 6 | 66.67% | | | |
| ID | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 237 | 0.84% | 21 | 9.52% | -2.88 |
| ID | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 5414 | 0.70% | 2781 | 0.58% | -0.59 |
| ID | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 634 | 0.95% | 306 | 0.00% | -0.2 |
| ID | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 2 | 1:27 | 2 | 4:13 | -1.8 |
| ID | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 38 | 3:29 | 16 | 1:57 | 0.61 |
| ID | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 6 | 0:47 | | | |
| MN | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 67 | 94.03% | 13 | 84.62% | -1.72 |
| MN | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 1025 | 97.17% | 141 | 98.58% | -0.82 |
| MN | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 85 | 94.12% | 67 | 76.12% | -2.94 |
| MN | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 4 | 100.00% | 6 | 83.33% | -1.52 |
| MN | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 329 | 87.84% | 110 | 83.64% | -1.42 |
| MN | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 23 | 78.26% | 20 | 65.00% | -1.59 |
| MN | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 2039 | 0.69% | 279 | 2.15% | -2.51 |
| MN | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 23754 | 0.50% | 7470 | 0.48% | -0.88 |
| MN | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 2575 | 0.27% | 1245 | 0.32% | -1.16 |
| MN | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 14 | 5:31 | 6 | 2:38 | -0.6 |
| MN | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 119 | 2:36 | 36 | 2:20 | -0.7 |
| MN | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 7 | 3:04 | 4 | 1:50 | -0.85 |
| MT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 8 | 100.00% | 4 | 100.00% | |
| MT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 215 | 88.37% | 43 | 83.72% | -1.42 |

The 'Parity' column indicates statistical significance of the differences in results (at the 95% confidence level). Negative Parity numbers indicate 'parity.' The more negative, the greater the confidence that random variation explains the difference.

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| | | | | NOVEMBER 2013 | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
| State | Metric | Metric Name | Product | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity |
| MT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 22 | 95.45% | 1 | 100.00% | -2.04 |
| MT | PIAM | Percent Installation Appointments Met | Special Access - DS0 | | | | | |
| MT | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 177 | 77.97% | 22 | 77.27% | -1.04 |
| MT | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 4 | 75.00% | 1 | 100.00% | -1.51 |
| MT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 323 | 1.24% | 29 | 0.00% | -1.33 |
| MT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 4436 | 0.65% | 1797 | 0.39% | -0.24 |
| MT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 523 | 0.19% | 332 | 0.00% | -1.17 |
| MT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 4 | 5:19 | | | |
| MT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 29 | 2:05 | 7 | 2:00 | -0.99 |
| MT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 1 | 4:24 | | | |
| ND | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 12 | 100.00% | | | |
| ND | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 205 | 92.20% | 132 | 90.91% | -1.21 |
| ND | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 19 | 100.00% | 15 | 60.00% | -2.85 |
| ND | PIAM | Percent Installation Appointments Met | Special Access - DS0 | | | | | |
| ND | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 45 | 57.78% | 13 | 69.23% | -0.75 |
| ND | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 2 | 100.00% | 5 | 80.00% | -1.42 |
| ND | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 359 | 0.56% | 41 | 2.44% | -1.8 |
| ND | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 4381 | 0.71% | 1284 | 0.23% | 0.18 |
| ND | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 364 | 0.27% | 170 | 0.00% | -1.29 |
| ND | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 2 | 5:08 | 1 | 1:47 | -0.98 |
| ND | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 31 | 8:28 | 3 | 1:40 | -0.13 |
| ND | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 1 | 1:35 | | | |
| NE | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 28 | 96.43% | 11 | 63.64% | -2.68 |
| NE | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 222 | 95.05% | 225 | 94.67% | -1.09 |
| NE | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 13 | 69.23% | 24 | 75.00% | -0.99 |
| NE | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 1 | 100.00% | | | |
| NE | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 190 | 72.11% | 115 | 97.39% | 1.97 |
| NE | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 3 | 66.67% | 11 | 100.00% | -0.52 |
| NE | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 649 | 1.08% | 60 | 0.00% | -1.06 |
| NE | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 8184 | 0.95% | 2695 | 1.00% | -1.14 |
| NE | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 734 | 0.54% | 441 | 0.91% | -1.44 |

The 'Parity' column indicates statistical significance of the differences in results (at the 95% confidence level). Negative Parity numbers indicate 'parity.' The more negative, the greater the confidence that random variation explains the difference.

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| | | | | NOVEMBER 2013 | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
| State | Metric | Metric Name | Product | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity |
| NE | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 7 | 3:41 | | | . |
| NE | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 78 | 3:33 | 27 | 2:48 | -0.33 |
| NE | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 4 | 3:10 | 4 | 1:37 | -0.09 |
| NM | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 8 | 100.00% | 3 | 100.00% | . |
| NM | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 339 | 94.10% | 102 | 97.06% | -0.66 |
| NM | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 30 | 83.33% | 4 | 75.00% | -1.25 |
| NM | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 1 | 100.00% | | | . |
| NM | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 186 | 95.16% | 45 | 88.89% | -1.79 |
| NM | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 14 | 78.57% | 2 | 50.00% | -1.53 |
| NM | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 448 | 1.12% | 15 | 0.00% | -1.62 |
| NM | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 7987 | 1.39% | 4289 | 1.59% | -1.52 |
| NM | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 931 | 1.29% | 593 | 0.00% | 0.69 |
| NM | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 5 | 4:20 | | | . |
| NM | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 111 | 3:37 | 68 | 3:29 | -0.92 |
| NM | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 12 | 1:50 | | | . |
| OR | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 32 | 93.75% | 1 | 100.00% | -1.94 |
| OR | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 550 | 98.91% | 62 | 91.94% | -2.45 |
| OR | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 34 | 94.12% | 16 | 93.75% | -1.03 |
| OR | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 1 | 100.00% | | | . |
| OR | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 174 | 81.03% | 45 | 66.67% | -2.04 |
| OR | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 8 | 87.50% | 1 | 0.00% | -2.21 |
| OR | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 963 | 0.73% | 70 | 0.00% | -1.17 |
| OR | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 13089 | 0.65% | 4133 | 0.82% | -1.71 |
| OR | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 1524 | 0.59% | 1151 | 0.52% | -0.86 |
| OR | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 7 | 4:23 | | | . |
| OR | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 85 | 2:42 | 34 | 3:27 | -1.52 |
| OR | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 9 | 2:13 | 6 | 81:03 | -1.61 |
| SD | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 5 | 100.00% | 45 | 60.00% | -2.07 |
| SD | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 160 | 98.13% | 79 | 94.94% | -1.69 |
| SD | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 14 | 92.86% | 21 | 100.00% | -0.85 |
| SD | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 2 | 100.00% | 8 | 100.00% | . |

The 'Parity' column indicates statistical significance of the differences in results (at the 95% confidence level). Negative Parity numbers indicate 'parity.' The more negative, the greater the confidence that random variation explains the difference.

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| | | | | NOVEMBER 2013 | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
| State | Metric | Metric Name | Product | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity |
| SD | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 109 | 71.56% | 78 | 97.44% | 1.9 |
| SD | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 6 | 83.33% | 21 | 100.00% | -0.54 |
| SD | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 277 | 1.08% | 40 | 0.00% | -1.26 |
| SD | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 3757 | 1.20% | 987 | 0.61% | -0.03 |
| SD | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 334 | 0.30% | 158 | 1.90% | -2.12 |
| SD | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 3 | 2:33 | | | . |
| SD | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 45 | 3:20 | 6 | 3:13 | -0.99 |
| SD | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 1 | 1:25 | 3 | 0:53 | -0.37 |
| UT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 27 | 100.00% | 2 | 100.00% | . |
| UT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 368 | 95.38% | 69 | 100.00% | -0.39 |
| UT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 49 | 85.71% | 13 | 84.62% | -1.06 |
| UT | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 4 | 100.00% | | | . |
| UT | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 172 | 84.88% | 35 | 94.29% | -0.38 |
| UT | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 20 | 90.00% | 1 | 100.00% | -1.8 |
| UT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 407 | 0.49% | 28 | 0.00% | -1.7 |
| UT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 11014 | 0.56% | 3843 | 0.78% | -1.9 |
| UT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 1333 | 0.45% | 675 | 0.30% | -0.69 |
| UT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 2 | 1:12 | | | . |
| UT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 62 | 2:30 | 30 | 2:27 | -0.98 |
| UT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 6 | 2:32 | 2 | 2:31 | -0.87 |
| WA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 49 | 100.00% | | | . |
| WA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 1131 | 97.26% | 176 | 96.59% | -1.13 |
| WA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 59 | 94.92% | 26 | 84.62% | -1.97 |
| WA | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 11 | 100.00% | 1 | 100.00% | . |
| WA | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 412 | 90.78% | 53 | 79.25% | -1.95 |
| WA | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 36 | 86.11% | 8 | 50.00% | -2.39 |
| WA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 1272 | 0.94% | 177 | 1.69% | -1.56 |
| WA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 22499 | 0.82% | 7739 | 0.71% | -0.44 |
| WA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 2578 | 0.43% | 1452 | 0.07% | 0.22 |
| WA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 12 | 2:57 | 3 | 3:07 | -1.13 |
| WA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 184 | 3:12 | 55 | 4:11 | -2.28 |

The 'Parity' column indicates statistical significance of the differences in results (at the 95% confidence level). Negative Parity numbers indicate 'parity.' The more negative, the greater the confidence that random variation explains the difference.

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| | | | | NOVEMBER 2013 | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
| State | Metric | Metric Name | Product | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity |
| WA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 11 | 2:34 | 1 | 1:30 | -0.96 |
| WY | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 4 | 100.00% | 2 | 100.00% | . |
| WY | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 159 | 95.60% | 27 | 81.48% | -2.38 |
| WY | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 23 | 65.22% | 6 | 100.00% | -0.27 |
| WY | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 1 | 100.00% | 2 | 100.00% | . |
| WY | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 95 | 85.26% | 24 | 75.00% | -1.73 |
| WY | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 2 | 100.00% | | | . |
| WY | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 186 | 1.08% | 33 | 3.03% | -1.54 |
| WY | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 3030 | 0.69% | 1574 | 0.51% | -0.54 |
| WY | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 280 | 0.00% | 163 | 1.23% | -2.13 |
| WY | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 2 | 15:51 | 1 | 3:33 | -1.38 |
| WY | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 21 | 2:38 | 8 | 3:25 | -1.4 |
| WY | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | | | 2 | 43:02 | . |

The 'Parity' column indicates statistical significance of the differences in results (at the 95% confidence level). Negative Parity numbers indicate 'parity.' The more negative, the greater the confidence that random variation explains the difference.

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| | | | | DECEMBER 2013 | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
| State | Metric | Metric Name | Product | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity |
| AZ | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 20 | 100.00% | 2 | 100.00% | . |
| AZ | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 1095 | 96.16% | 216 | 94.91% | -1.23 |
| AZ | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 99 | 89.90% | 40 | 100.00% | 0.15 |
| AZ | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 3 | 100.00% | | | . |
| AZ | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 442 | 92.76% | 140 | 89.29% | -1.49 |
| AZ | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 31 | 64.52% | 6 | 66.67% | -1.24 |
| AZ | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 1085 | 1.47% | 186 | 0.54% | -0.62 |
| AZ | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 26498 | 1.97% | 10610 | 1.62% | 0.35 |
| AZ | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 2924 | 0.41% | 1316 | 0.08% | 0.11 |
| AZ | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 16 | 5:13 | 1 | 2:14 | -0.71 |
| AZ | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 521 | 3:55 | 172 | 5:01 | -2.51 |
| AZ | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 12 | 2:37 | 1 | 2:24 | -1.19 |
| CO | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 21 | 100.00% | | | . |
| CO | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 871 | 97.01% | 244 | 96.31% | -1.15 |
| CO | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 120 | 93.33% | 24 | 95.83% | -1.06 |
| CO | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 8 | 100.00% | | | . |
| CO | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 682 | 91.35% | 139 | 89.93% | -1.14 |
| CO | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 25 | 80.00% | 15 | 60.00% | -1.83 |
| CO | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 1057 | 1.04% | 149 | 0.67% | -1.08 |
| CO | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 28179 | 0.83% | 11249 | 0.86% | -1.17 |
| CO | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 3012 | 0.70% | 1464 | 0.48% | -0.47 |
| CO | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 11 | 3:30 | 1 | 2:44 | -1.14 |
| CO | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 235 | 4:26 | 97 | 3:42 | -0.81 |
| CO | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 21 | 8:31 | 7 | 15:33 | -1.42 |
| IA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 14 | 100.00% | 10 | 100.00% | . |
| IA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 706 | 97.03% | 377 | 97.88% | -0.83 |
| IA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 36 | 100.00% | 37 | 94.59% | -1.86 |
| IA | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 1 | 100.00% | | | . |
| IA | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 185 | 84.86% | 136 | 88.97% | -0.55 |
| IA | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 28 | 60.71% | 11 | 90.91% | -0.09 |
| IA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 900 | 0.22% | 46 | 0.00% | -1.8 |

The 'Parity' column indicates statistical significance of the differences in results (at the 95% confidence level). Negative Parity numbers indicate 'parity.' The more negative, the greater the confidence that random variation explains the difference.

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DECEMBER 2013

| | | | | DECEMBER 2013 | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
| State | Metric | Metric Name | Product | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity |
| IA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 14466 | 0.55% | 5663 | 0.87% | -2.52 |
| IA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 1494 | 0.00% | 836 | 0.00% | . |
| IA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 2 | 0:33 | | | . |
| IA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 80 | 2:31 | 49 | 2:41 | -1.28 |
| IA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | | | | | |
| ID | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 22 | 100.00% | 4 | 100.00% | . |
| ID | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 272 | 91.18% | 74 | 94.59% | -0.65 |
| ID | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 11 | 100.00% | 5 | 100.00% | . |
| ID | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 9 | 88.89% | | | . |
| ID | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 102 | 92.16% | 54 | 92.59% | -1.15 |
| ID | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 11 | 81.82% | 1 | 100.00% | -1.59 |
| ID | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 233 | 0.43% | 20 | 0.00% | -1.86 |
| ID | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 5406 | 0.55% | 2813 | 0.50% | -0.79 |
| ID | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 633 | 0.16% | 310 | 0.32% | -1.31 |
| ID | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 1 | 6:05 | | | . |
| ID | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 30 | 2:45 | 14 | 2:41 | -1 |
| ID | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 1 | 2:16 | 1 | 1:07 | . |
| MN | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 50 | 100.00% | 26 | 92.31% | -2.21 |
| MN | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 988 | 98.68% | 146 | 98.63% | -1.01 |
| MN | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 81 | 96.30% | 21 | 76.19% | -2.86 |
| MN | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 25 | 96.00% | 5 | 80.00% | -1.8 |
| MN | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 398 | 89.45% | 102 | 95.10% | -0.4 |
| MN | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 29 | 82.76% | 9 | 88.89% | -1.09 |
| MN | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 2042 | 0.69% | 282 | 0.71% | -1.03 |
| MN | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 23568 | 0.58% | 7457 | 0.62% | -1.24 |
| MN | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 2552 | 0.51% | 1252 | 0.08% | 0.25 |
| MN | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 14 | 2:56 | 2 | 4:04 | -1.52 |
| MN | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 136 | 2:55 | 46 | 2:51 | -0.98 |
| MN | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 13 | 2:57 | 1 | 2:05 | -0.73 |
| MT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 15 | 100.00% | | | . |
| MT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 150 | 88.67% | 31 | 83.87% | -1.45 |

The 'Parity' column indicates statistical significance of the differences in results (at the 95% confidence level). Negative Parity numbers indicate 'parity.' The more negative, the greater the confidence that random variation explains the difference.

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| | | | | DECEMBER 2013 | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
| State | Metric | Metric Name | Product | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity |
| MT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 9 | 44.44% | 3 | 66.67% | -1 |
| MT | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 14 | 100.00% | | | . |
| MT | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 127 | 85.83% | 40 | 62.50% | -2.96 |
| MT | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 6 | 83.33% | | | . |
| MT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 329 | 0.00% | 29 | 3.45% | -3.05 |
| MT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 4467 | 1.43% | 1813 | 0.72% | 0.42 |
| MT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 525 | 0.00% | 329 | 0.00% | . |
| MT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | | | 1 | 23:18 | . |
| MT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 64 | 4:17 | 13 | 8:38 | -1.59 |
| MT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | | | | | . |
| ND | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 13 | 100.00% | 8 | 100.00% | . |
| ND | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 175 | 97.14% | 252 | 98.81% | -0.56 |
| ND | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 9 | 88.89% | 12 | 83.33% | -1.22 |
| ND | PIAM | Percent Installation Appointments Met | Special Access - DS0 | | | | | . |
| ND | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 50 | 64.00% | 14 | 92.86% | 0.12 |
| ND | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 2 | 50.00% | 1 | 100.00% | -1.26 |
| ND | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 359 | 0.84% | 41 | 0.00% | -1.36 |
| ND | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 4262 | 0.73% | 1294 | 0.70% | -0.93 |
| ND | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 364 | 0.27% | 172 | 0.00% | -1.28 |
| ND | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 3 | 3:13 | | | . |
| ND | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 31 | 4:18 | 9 | 4:14 | -1.09 |
| ND | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 1 | 0:56 | | | . |
| NE | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 19 | 100.00% | 5 | 100.00% | . |
| NE | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 915 | 99.02% | 58 | 93.10% | -2.03 |
| NE | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 27 | 59.26% | 19 | 89.47% | 0.19 |
| NE | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 4 | 75.00% | | | . |
| NE | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 168 | 75.60% | 95 | 88.42% | 0.2 |
| NE | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 7 | 71.43% | 15 | 100.00% | -0.19 |
| NE | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 631 | 0.32% | 58 | 0.00% | -1.6 |
| NE | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 8148 | 0.79% | 2701 | 1.41% | -2.76 |
| NE | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 732 | 1.37% | 442 | 0.00% | 0.45 |

The 'Parity' column indicates statistical significance of the differences in results (at the 95% confidence level). Negative Parity numbers indicate 'parity.' The more negative, the greater the confidence that random variation explains the difference.

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DECEMBER 2013

| | | | | DECEMBER 2013 | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
| State | Metric | Metric Name | Product | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity |
| NE | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 2 | 4:08 | | | . |
| NE | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 64 | 4:02 | 38 | 2:54 | -0.27 |
| NE | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 10 | 2:51 | | | . |
| NM | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 8 | 100.00% | | | . |
| NM | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 248 | 96.37% | 82 | 91.46% | -1.9 |
| NM | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 28 | 92.86% | 18 | 72.22% | -2.16 |
| NM | PIAM | Percent Installation Appointments Met | Special Access - DS0 | | | | | . |
| NM | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 153 | 79.74% | 67 | 86.57% | -0.49 |
| NM | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 10 | 70.00% | 7 | 14.29% | -2.38 |
| NM | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 441 | 0.91% | 15 | 0.00% | -1.7 |
| NM | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 7955 | 1.18% | 4268 | 1.12% | -0.83 |
| NM | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 930 | 1.08% | 588 | 0.34% | -0.04 |
| NM | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 4 | 1:53 | | | . |
| NM | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 94 | 3:21 | 48 | 7:04 | -1.72 |
| NM | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 10 | 4:05 | 2 | 1:16 | -0.76 |
| OR | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 15 | 93.33% | 1 | 100.00% | -1.93 |
| OR | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 778 | 97.81% | 107 | 97.20% | -1.11 |
| OR | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 35 | 82.86% | 16 | 75.00% | -1.4 |
| OR | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 4 | 75.00% | | | . |
| OR | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 143 | 81.82% | 78 | 85.90% | -0.65 |
| OR | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 6 | 100.00% | 3 | 66.67% | -1.91 |
| OR | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 960 | 0.42% | 68 | 1.47% | -1.73 |
| OR | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 13039 | 1.01% | 4155 | 1.16% | -1.48 |
| OR | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 1512 | 0.53% | 1135 | 0.62% | -1.18 |
| OR | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 4 | 1:46 | 1 | 2:02 | -1.59 |
| OR | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 132 | 3:42 | 48 | 2:19 | 0.67 |
| OR | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 8 | 2:46 | 7 | 1:13 | -0.19 |
| SD | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 5 | 100.00% | 7 | 71.43% | -1.8 |
| SD | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 96 | 98.96% | 30 | 100.00% | -1.43 |
| SD | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 8 | 100.00% | 14 | 92.86% | -1.47 |
| SD | PIAM | Percent Installation Appointments Met | Special Access - DS0 | | | 7 | 71.43% | . |

The 'Parity' column indicates statistical significance of the differences in results (at the 95% confidence level). Negative Parity numbers indicate 'parity.' The more negative, the greater the confidence that random variation explains the difference.

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| | | | | DECEMBER 2013 | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
| State | Metric | Metric Name | Product | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity |
| SD | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 45 | 97.78% | 18 | 83.33% | -2.29 |
| SD | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 2 | 50.00% | | | . |
| SD | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 275 | 0.73% | 43 | 0.00% | -1.41 |
| SD | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 3735 | 1.29% | 979 | 0.92% | -0.43 |
| SD | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 334 | 1.20% | 148 | 0.00% | -0.55 |
| SD | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 2 | 7:24 | | | . |
| SD | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 48 | 5:18 | 9 | 7:17 | -1.51 |
| SD | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 4 | 1:34 | | | . |
| UT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 8 | 100.00% | 1 | 100.00% | . |
| UT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 857 | 98.60% | 111 | 99.10% | -1.03 |
| UT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 34 | 100.00% | 22 | 90.91% | -2.09 |
| UT | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 2 | 100.00% | | | . |
| UT | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 165 | 92.73% | 32 | 78.13% | -2.28 |
| UT | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 12 | 58.33% | 6 | 50.00% | -1.2 |
| UT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 407 | 1.72% | 25 | 0.00% | -1.25 |
| UT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 10944 | 1.30% | 3829 | 1.28% | -0.95 |
| UT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 1327 | 0.15% | 675 | 0.00% | -0.39 |
| UT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 7 | 3:17 | | | . |
| UT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 142 | 3:00 | 49 | 2:46 | -0.6 |
| UT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 2 | 1:23 | | | . |
| WA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 28 | 100.00% | 5 | 100.00% | . |
| WA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 1127 | 97.34% | 224 | 95.54% | -1.39 |
| WA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 76 | 96.05% | 46 | 93.48% | -1.39 |
| WA | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 6 | 100.00% | | | . |
| WA | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 415 | 93.98% | 159 | 93.71% | -1.04 |
| WA | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 14 | 78.57% | 8 | 62.50% | -1.49 |
| WA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 1248 | 0.80% | 175 | 0.00% | -0.62 |
| WA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 22363 | 0.69% | 7647 | 0.82% | -1.73 |
| WA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 2575 | 0.39% | 1436 | 0.07% | 0.12 |
| WA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 10 | 2:43 | | | . |
| WA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 154 | 3:19 | 63 | 2:56 | -0.49 |

The 'Parity' column indicates statistical significance of the differences in results (at the 95% confidence level). Negative Parity numbers indicate 'parity.' The more negative, the greater the confidence that random variation explains the difference.

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| | | | | DECEMBER 2013 | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
| State | Metric | Metric Name | Product | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity |
| WA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 10 | 3:58 | 1 | 0:40 | -0.33 |
| WY | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 6 | 100.00% | 1 | 100.00% | . |
| WY | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 127 | 92.91% | 20 | 85.00% | -1.73 |
| WY | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 9 | 88.89% | 3 | 100.00% | -1.41 |
| WY | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 2 | 100.00% | | | . |
| WY | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 36 | 86.11% | 12 | 83.33% | -1.14 |
| WY | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 12 | 33.33% | 4 | 75.00% | -0.47 |
| WY | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 181 | 1.10% | 31 | 0.00% | -1.37 |
| WY | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 3010 | 1.20% | 1573 | 0.89% | -0.42 |
| WY | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 291 | 2.41% | 163 | 0.00% | 0.04 |
| WY | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 2 | 5:25 | | | . |
| WY | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 36 | 3:21 | 14 | 2:49 | -0.86 |
| WY | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 7 | 9:19 | | | . |

The 'Parity' column indicates statistical significance of the differences in results (at the 95% confidence level). Negative Parity numbers indicate 'parity.' The more negative, the greater the confidence that random variation explains the difference.

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| State | Metric | Metric Name | Product | QTR | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
| | | | | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity |
| AZ | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 81 | 98.77% | 37 | 100.00% | -1.3 |
| AZ | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 3435 | 96.91% | 805 | 94.78% | -1.69 |
| AZ | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 373 | 90.88% | 81 | 95.06% | -0.63 |
| AZ | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 8 | 87.50% | 3 | 100.00% | -1.37 |
| AZ | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 1436 | 93.04% | 542 | 89.67% | -1.67 |
| AZ | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 108 | 81.48% | 26 | 76.92% | -1.32 |
| AZ | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 1154 | 1.56% | 186 | 0.54% | -0.56 |
| AZ | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 27120 | 1.97% | 10461 | 2.01% | -1.15 |
| AZ | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 2978 | 0.44% | 1324 | 0.15% | -0.11 |
| AZ | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 54 | 7:32 | 3 | 10:28 | -1.19 |
| AZ | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 1603 | 5:04 | 630 | 6:16 | -2.85 |
| AZ | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 39 | 2:56 | 6 | 1:48 | -0.76 |
| CO | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 150 | 98.00% | 4 | 100.00% | -1.87 |
| CO | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 3389 | 96.78% | 867 | 96.54% | -1.08 |
| CO | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 366 | 89.89% | 113 | 87.61% | -1.25 |
| CO | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 27 | 100.00% | 2 | 100.00% | |
| CO | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 2109 | 89.47% | 526 | 89.54% | -0.99 |
| CO | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 83 | 72.29% | 63 | 73.02% | -1.06 |
| CO | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 1128 | 0.71% | 146 | 0.68% | -1.36 |
| CO | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 28396 | 0.69% | 11078 | 0.79% | -1.59 |
| CO | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 3040 | 0.53% | 1442 | 0.35% | -0.5 |
| CO | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 24 | 8:37 | 4 | 9:10 | -1.05 |
| CO | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 592 | 4:07 | 262 | 3:44 | -0.54 |
| CO | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 47 | 5:32 | 16 | 9:19 | -1.49 |
| IA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 69 | 95.65% | 24 | 100.00% | -0.85 |
| IA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 1795 | 97.60% | 813 | 96.56% | -1.41 |
| IA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 127 | 76.38% | 189 | 88.89% | 0.69 |
| IA | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 10 | 90.00% | 2 | 50.00% | -1.84 |
| IA | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 676 | 86.24% | 349 | 89.40% | -0.64 |
| IA | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 49 | 67.35% | 129 | 86.05% | 0.55 |
| IA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 909 | 0.55% | 46 | 0.00% | -1.47 |

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| State | Metric | Metric Name | Product | QTR | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
| | | | | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity |
| IA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 14534 | 0.81% | 5653 | 1.13% | -2.35 |
| IA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 1491 | 0.20% | 839 | 0.12% | -0.72 |
| IA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 16 | 5:19 | | | |
| IA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 350 | 3:34 | 191 | 3:26 | -0.85 |
| IA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 10 | 8:30 | 4 | 0:55 | 0.02 |
| ID | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 66 | 100.00% | 6 | 100.00% | |
| ID | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 941 | 94.90% | 195 | 92.31% | -1.39 |
| ID | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 53 | 86.79% | 18 | 88.89% | -1.14 |
| ID | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 9 | 88.89% | | | |
| ID | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 324 | 92.59% | 155 | 94.84% | -0.74 |
| ID | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 28 | 82.14% | 2 | 100.00% | -1.3 |
| ID | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 249 | 1.61% | 21 | 4.76% | -1.63 |
| ID | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 5399 | 0.81% | 2701 | 0.70% | -0.67 |
| ID | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 636 | 0.31% | 306 | 0.33% | -1.02 |
| ID | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 13 | 5:20 | 2 | 4:13 | -0.79 |
| ID | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 132 | 2:50 | 58 | 2:16 | 0.04 |
| ID | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 7 | 1:00 | 3 | 1:29 | -1.69 |
| MN | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 176 | 97.16% | 68 | 91.18% | -2.01 |
| MN | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 3264 | 98.10% | 469 | 98.72% | -0.83 |
| MN | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 293 | 95.22% | 129 | 82.95% | -3.08 |
| MN | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 42 | 97.62% | 17 | 82.35% | -2.28 |
| MN | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 1300 | 90.69% | 440 | 92.05% | -0.8 |
| MN | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 99 | 82.83% | 75 | 84.00% | -1 |
| MN | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 2046 | 0.78% | 278 | 1.44% | -1.68 |
| MN | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 23736 | 0.63% | 7470 | 0.64% | -1.06 |
| MN | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 2575 | 0.47% | 1244 | 0.24% | -0.37 |
| MN | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 49 | 3:35 | 13 | 3:48 | -1.13 |
| MN | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 451 | 2:49 | 143 | 2:55 | -1.22 |
| MN | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 36 | 2:39 | 8 | 1:49 | -0.32 |
| MT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 33 | 100.00% | 4 | 100.00% | |
| MT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 635 | 91.02% | 128 | 83.59% | -1.68 |

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| State | Metric | Metric Name | Product | QTR | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
| | | | | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity |
| MT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 44 | 77.27% | 8 | 87.50% | -0.93 |
| MT | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 14 | 100.00% | | | |
| MT | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 476 | 82.35% | 96 | 72.92% | -1.79 |
| MT | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 18 | 72.22% | 4 | 50.00% | -1.52 |
| MT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 339 | 0.59% | 29 | 0.00% | -1.63 |
| MT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 4412 | 1.16% | 1819 | 0.71% | -0.05 |
| MT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 528 | 0.19% | 323 | 0.00% | -1.19 |
| MT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 7 | 5:03 | 1 | 23:18 | -9.9 |
| MT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 153 | 3:12 | 39 | 4:33 | -1.53 |
| MT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 2 | 2:19 | | | |
| ND | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 36 | 100.00% | 13 | 92.31% | -2.02 |
| ND | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 610 | 96.07% | 434 | 95.62% | -1.1 |
| ND | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 48 | 95.83% | 54 | 77.78% | -2.61 |
| ND | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 1 | 100.00% | 2 | 50.00% | -1.53 |
| ND | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 153 | 57.52% | 38 | 86.84% | 0.67 |
| ND | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 5 | 80.00% | 6 | 83.33% | -1.37 |
| ND | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 361 | 1.11% | 41 | 0.00% | -1.23 |
| ND | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 4359 | 0.85% | 1281 | 0.78% | -0.86 |
| ND | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 364 | 0.27% | 169 | 0.00% | -1.29 |
| ND | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 13 | 2:50 | 1 | 1:47 | -0.53 |
| ND | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 110 | 4:46 | 31 | 6:23 | -1.42 |
| ND | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 3 | 3:48 | | | |
| NE | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 62 | 98.39% | 29 | 86.21% | -2.44 |
| NE | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 1506 | 97.74% | 391 | 95.40% | -1.68 |
| NE | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 66 | 72.73% | 86 | 86.05% | 0.12 |
| NE | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 6 | 83.33% | 2 | 50.00% | -1.57 |
| NE | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 581 | 79.86% | 252 | 89.68% | 0.29 |
| NE | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 14 | 71.43% | 34 | 91.18% | -0.21 |
| NE | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 643 | 0.62% | 59 | 0.00% | -1.32 |
| NE | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 8145 | 1.07% | 2693 | 1.15% | -1.22 |
| NE | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 738 | 0.95% | 439 | 0.23% | -0.33 |

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| State | Metric | Metric Name | Product | QTR | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
| | | | | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity |
| NE | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 12 | 4:30 | 1 | 1:34 | -0.15 |
| NE | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 262 | 3:53 | 93 | 2:48 | 0.57 |
| NE | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 20 | 2:58 | 4 | 1:37 | -0.37 |
| NM | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 32 | 100.00% | 7 | 100.00% | |
| NM | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 942 | 96.18% | 305 | 95.74% | -1.09 |
| NM | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 97 | 85.57% | 72 | 90.28% | -0.59 |
| NM | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 5 | 100.00% | 2 | 100.00% | |
| NM | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 537 | 90.13% | 236 | 88.14% | -1.31 |
| NM | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 35 | 71.43% | 19 | 42.11% | -2.28 |
| NM | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 468 | 1.71% | 16 | 0.00% | -1.43 |
| NM | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 8066 | 1.60% | 4258 | 1.55% | -0.87 |
| NM | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 935 | 1.07% | 586 | 0.34% | -0.05 |
| NM | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 25 | 3:01 | | | |
| NM | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 386 | 3:30 | 198 | 4:25 | -1.67 |
| NM | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 30 | 2:45 | 7 | 1:46 | -0.61 |
| OR | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 72 | 95.83% | 4 | 100.00% | -1.63 |
| OR | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 1856 | 97.84% | 308 | 94.16% | -2 |
| OR | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 116 | 87.93% | 72 | 87.50% | -1.05 |
| OR | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 11 | 81.82% | | | |
| OR | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 563 | 85.44% | 214 | 85.98% | -0.98 |
| OR | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 27 | 92.59% | 17 | 52.94% | -2.86 |
| OR | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 965 | 0.52% | 69 | 1.45% | -1.6 |
| OR | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 13091 | 0.86% | 4141 | 1.06% | -1.72 |
| OR | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 1521 | 0.59% | 1146 | 0.44% | -0.67 |
| OR | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 16 | 4:04 | 2 | 3:47 | -1.21 |
| OR | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 338 | 3:11 | 132 | 2:47 | -0.22 |
| OR | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 27 | 2:35 | 14 | 35:31 | -1.59 |
| SD | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 14 | 100.00% | 57 | 64.91% | -2.59 |
| SD | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 394 | 98.73% | 179 | 97.21% | -1.48 |
| SD | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 32 | 84.38% | 40 | 97.50% | -0.04 |
| SD | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 2 | 100.00% | 17 | 88.24% | -1.31 |

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| State | Metric | Metric Name | Product | QTR | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
| | | | | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity |
| SD | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 230 | 82.17% | 125 | 94.40% | 0.61 |
| SD | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 10 | 80.00% | 23 | 100.00% | -0.17 |
| SD | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 277 | 1.08% | 41 | 0.00% | -1.25 |
| SD | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 3723 | 1.58% | 976 | 1.23% | -0.51 |
| SD | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 334 | 0.60% | 148 | 1.35% | -1.51 |
| SD | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 8 | 3:26 | | | |
| SD | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 178 | 9:35 | 35 | 9:44 | -1.03 |
| SD | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 5 | 1:32 | 5 | 2:02 | -1.21 |
| UT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 55 | 100.00% | 7 | 100.00% | |
| UT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 1675 | 96.84% | 271 | 99.26% | -0.39 |
| UT | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 168 | 92.26% | 46 | 89.13% | -1.34 |
| UT | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 7 | 100.00% | | | |
| UT | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 549 | 86.34% | 128 | 85.16% | -1.13 |
| UT | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 61 | 77.05% | 9 | 55.56% | -1.84 |
| UT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 426 | 0.70% | 30 | 0.00% | -1.54 |
| UT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 11145 | 0.98% | 3809 | 1.10% | -1.4 |
| UT | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 1359 | 0.37% | 674 | 0.15% | -0.48 |
| UT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 10 | 3:34 | | | |
| UT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 327 | 3:06 | 125 | 3:01 | -0.83 |
| UT | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 15 | 2:50 | 4 | 3:22 | -1.16 |
| WA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 123 | 100.00% | 12 | 100.00% | |
| WA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 3380 | 97.72% | 608 | 95.72% | -1.67 |
| WA | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 234 | 91.45% | 105 | 87.62% | -1.55 |
| WA | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 25 | 100.00% | 3 | 66.67% | -2.79 |
| WA | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 1264 | 91.93% | 311 | 87.46% | -1.67 |
| WA | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 87 | 80.46% | 21 | 57.14% | -2.36 |
| WA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 1266 | 0.87% | 176 | 0.57% | -1.09 |
| WA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 22497 | 0.78% | 7720 | 0.85% | -1.38 |
| WA | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 2576 | 0.50% | 1450 | 0.14% | 0.11 |
| WA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 34 | 4:38 | 4 | 2:43 | -0.77 |
| WA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 528 | 3:20 | 197 | 3:36 | -1.54 |

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| State | Metric | Metric Name | Product | QTR | | | | |
|-------|--------|--|--------------------------------|---------------------------------------|---------------------------------------|--|--|--|
| | | | | Non-Affiliates Aggregate Volume | Non-Affiliates Aggregate Result | RBOC Affiliates Aggregate Volume | RBOC Affiliates Aggregate Result | RBOC Affiliates Aggregate Parity |
| WA | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 38 | 3:18 | 7 | 3:41 | -1.09 |
| WY | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS0 | 15 | 93.33% | 5 | 80.00% | -1.52 |
| WY | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS1 | 474 | 95.57% | 93 | 81.72% | -2.81 |
| WY | FOCT | Firm Order Confirmation (FOC) Timeliness | Special Access - DS3 and above | 40 | 77.50% | 11 | 81.82% | -1.09 |
| WY | PIAM | Percent Installation Appointments Met | Special Access - DS0 | 3 | 100.00% | 2 | 100.00% | |
| WY | PIAM | Percent Installation Appointments Met | Special Access - DS1 | 247 | 87.45% | 73 | 73.97% | -2.39 |
| WY | PIAM | Percent Installation Appointments Met | Special Access - DS3 and above | 15 | 46.67% | 4 | 75.00% | -0.74 |
| WY | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS0 | 195 | 2.56% | 32 | 0.00% | -0.95 |
| WY | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS1 | 2971 | 1.31% | 1522 | 1.25% | -0.89 |
| WY | CTRR | Failure Rate/Trouble Report Rate | Special Access - DS3 and above | 284 | 1.06% | 169 | 0.59% | -1.03 |
| WY | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS0 | 16 | 8:26 | 1 | 3:33 | -1.19 |
| WY | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS1 | 117 | 3:02 | 57 | 3:33 | -1.57 |
| WY | MAD | Average Repair Interval/Mean Time to Restore | Special Access - DS3 and above | 8 | 8:18 | 3 | 29:45 | -1.48 |

The 'Parity' column indicates statistical significance of the differences in results (at the 95% confidence level). Negative Parity numbers indicate 'parity.' The more negative, the greater the confidence that random variation explains the difference.