



# DIVIDER

STATE OF NORTH DAKOTA  
INFORMATION TECHNOLOGY DEPARTMENT  
SFN 2053 (4-2002)

**PU-2482-03-439**  
**Preferred Carrier Services, Inc./Qwest Corporation**  
**Interconnection Agreement Amendment**  
**Application** 03  
**Filed 7/28/2003**      **Closed 9/26/2003**



Public Service Commission  
Receipt of Payment

Receipt# 5776

Received: 3/12/2004 Check# 5898 for \$60.29  
Subject: Utility Valuation pd for Preferred Carrier Service

**Docket # PU-2482-03-439**

Phones for All Inc  
14681 Midway Rd Ste 105  
Addison TX 75001

12 PU-2482-03-439 Pages: 1  
Receipt# 5,776 \$60.29  
by Phones for All Inc  
03/12/2004



Public Service Commission  
Receipt of Payment

Receipt# 5674

Received: 12/4/2003 Check# 2318686 for \$60.28  
Subject: Utility Valuation

**Docket # PU-2482-03-439**

Qwest  
5325 Zuni St Room 728  
Denver CO 80221

11 PU-2482-03-439

Pages: 1

Receipt# 5,674 \$60.28

by Qwest

12/04/2003

**APPROVED**

DATE: 11-20-03  
KME

MOTION

November 20, 2003

Preferred Carrier Services, Inc./  
Qwest Corporation  
Interconnection Agreement Amendment  
Application

Case No. PU-2482-03-439

I move the Commission bill Preferred Carrier Services, Inc. and Qwest Corporation for costs incurred to date in Case No. PU-2482-03-439, Preferred Carrier Services, Inc./Qwest Corporation, Interconnection Agreement Amendment, Application.



# Public Service Commission

State of North Dakota

## COMMISSIONERS

Tony Clark, President  
Susan E. Wefald  
Kevin Cramer

Executive Secretary  
Jon H. Mielke

600 E Boulevard Ave. Dept. 408  
Bismarck, North Dakota 58505-0480  
web: [www.psc.state.nd.us](http://www.psc.state.nd.us)  
e-mail: [ndpsc@psc.state.nd.us](mailto:ndpsc@psc.state.nd.us)  
TDD 800-366-6888  
Fax 701-328-2410  
Phone 701-328-2400

November 20, 2003

Alex Valencia  
Preferred Carrier Services Inc  
14681 Midway Rd Ste 105  
Addison TX 75001

Scott Macintosh  
Qwest Corporation  
PO Box 5508  
Bismarck ND 58502-5508

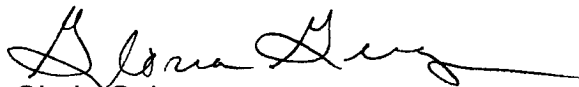
RE: Case No. PU-2482-03-439  
Preferred Carrier Services, Inc./Qwest Corporation  
Interconnection Agreement Amendment  
Application

Enclosed is a copy of the statement approved at the November 20, 2003  
Public Service Commission meeting for the expenses incurred to date in Case  
No. PU-2482-03-439.

Under N.D.C.C. 49-21-01.7, these expenses are billed through the Valuation  
Fund and must be paid for by the telecommunications company involved.

Please make your check payable to the *Public Service Commission*.

Sincerely,

  
Gloria Geiger  
Admin Staff Officer  
701-328-2401

Enc.

c: Director – Interconnection Compliance  
Qwest Corporation  
1801 California St Rm 2410  
Denver CO 80202

# Billing Statement

November 20, 2003

Preferred Carrier Services, Inc./  
Qwest Corporation  
Interconnection Agreement Amendment  
Application

Case No. PU-2482-03-439

## Bill To:

Preferred Carrier Services, Inc.....	\$60.29
Qwest Corporation .....	\$60.28

## Expenses Incurred to Date:

Advertising Costs	\$120.57
-------------------	----------

## Send Payment and a Copy of this Statement To:

Public Service Commission  
600 E Boulevard Ave Dept 408  
Bismarck ND 58505-0480

**Federal Tax ID 45-0309764**

STATE OF NORTH DAKOTA  
PUBLIC SERVICE COMMISSION

MCImetro Access Transmission Services LLC/Qwest Corporation  
Interconnection Agreement Amendment Application  
Case No. PU-2800-03-368

Integra Telecom of North Dakota, Inc./Qwest Corporation  
Interconnection Agreement Amendment Application  
Case No. PU-2463-03-393

WaveSent LLC/Qwest Corporation  
Interconnection Agreement Amendment Application  
Case No. PU-2823-03-400

Joseph B. McNeal d/b/a Page Data/Qwest Corporation  
Interconnection Agreement Amendment Application  
Case No. PU-2822-03-401

Preferred Carrier Services, Inc./Qwest Corporation  
Interconnection Agreement Amendment Application  
Case No. PU-2482-03-439

MCImetro Access Transmission Services LLC/Qwest Corporation  
Interconnection Agreement Amendment Application  
Case No. PU-2800-03-451

**AFFIDAVIT OF SERVICE BY CERTIFIED MAIL AND ORDINARY MAIL**

STATE OF NORTH DAKOTA  
COUNTY OF BURLEIGH

Sharon Helbling deposes and says that:

she is over the age of 18 years and not a party to this action and, on the **26th day of September, 2003**, she deposited in the United States Mail, Bismarck, North Dakota **eight** envelopes with certified postage, return receipt requested, fully prepaid, securely sealed and each containing a photocopy of:

**Order**

The envelopes were addressed as follows:

Dan Kuntz  
P O Box 1695  
Bismarck ND 58502-1695

**Cert. No. 7002 2410 0003 4913 3654**

Director  
West Public Policy/Law & Public Policy  
WorldCom Inc  
6312 S Fiddlers Green Circle Ste 600  
Englewood CO 80111  
**Cert. No. 7002 2410 0003 4913 3678**

Vice President & Chief Technology Counsel  
Technology Law Group/Law & Public Policy  
WorldCom Inc  
1133 19<sup>th</sup> St NW  
Washington D C 20036  
**Cert. No. 7002 2410 0003 4913 3692**

Joseph B McNeal  
WaveSent LLC  
Page Data  
P O Box 15509  
Boise ID 83715  
**Cert. No. 7002 2410 0003 4913 3715**

Vice President  
Global Carrier Management  
WorldCom Inc  
707 17<sup>th</sup> St  
Denver CO 80202  
**Cert. No. 7002 24510 0003 4913 3661**

Director  
West Public Policy/Law & Public Policy  
WorldCom Inc  
707 17<sup>th</sup> St  
Denver CO 80202  
**Cert. No. 7002 2410 0003 4913 3685**

Karen Johnson  
Integra Telecom Inc  
19545 NW Von Neumann Dr Ste 200  
Beaverton OR 97006  
**Cert. No. 7002 2410 0003 4913 3708**

Alex Valencia  
Preferred Carrier Services Inc  
14681 Midway Rd Ste 105  
Addison TX 75001  
**Cert. No. 7002 2410 0003 4913 3722**

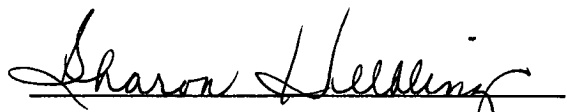
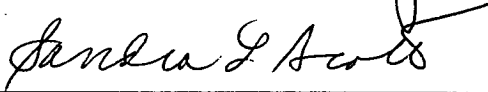
**Sharon Helbling** further deposes and says that on the **26th day of September, 2003**, she deposited in the United States Mail, Bismarck, North Dakota, **two** envelopes by regular mail, with postage fully prepaid, securely sealed, each containing a photocopy of the same.

Scott Macintosh  
Qwest Corporation  
P O Box 5508  
Bismarck ND 58502-5508

Dir-Interconnection Compliance  
Qwest Corporation  
1801 California St Rm 2410  
Denver CO 80202

Each address shown is the respective addressee's last reasonably ascertainable post office address.

Subscribed and sworn to before me  
this **26th day of September, 2003**.

  
  
Notary Public

SEAL

**SANDRA L. SCOTT**  
Notary Public, STATE OF NORTH DAKOTA  
My Commission Expires JUNE 11, 2004

**MOTION**

**September 24, 2003**

**MCImetro Access Transmission Services  
LLC/Qwest Corporation  
Interconnection Agreement Amendment  
Application**

**Case No. PU-2800-03-368**

**Integra Telecom of North Dakota, Inc./Qwest  
Corporation  
Interconnection Agreement Amendment  
Application**

**Case No. PU-2463-03-393**

**WaveSent LLC/Qwest Corporation  
Interconnection Agreement Amendment  
Application**

**Case No. PU-2823-03-400**

**Joseph B. McNeal d/b/a Page Data/Qwest  
Corporation  
Interconnection Agreement Amendment  
Application**

**Case No. PU-2822-03-401**

**Preferred Carrier Services, Inc./Qwest  
Corporation  
Interconnection Agreement Amendment  
Application**

**Case No. PU-2482-03-439**

**MCImetro Access Transmission Services  
LLC/Qwest Corporation  
Interconnection Agreement Amendment  
Application**

**Case No. PU-2800-03-451**

I move the Commission adopt the Order approving the captioned  
interconnection agreements.

JRL/sdh

**STATE OF NORTH DAKOTA  
PUBLIC SERVICE COMMISSION**

**MCImetro Access Transmission Services  
LLC/Qwest Corporation  
Interconnection Agreement Amendment  
Application** **Case No. PU-2800-03-368**

**Integra Telecom of North Dakota, Inc./Qwest  
Corporation  
Interconnection Agreement Amendment  
Application** **Case No. PU-2463-03-393**

**WaveSent LLC/Qwest Corporation  
Interconnection Agreement Amendment  
Application** **Case No. PU-2823-03-400**

**Joseph B. McNeal d/b/a Page Data/Qwest  
Corporation  
Interconnection Agreement Amendment  
Application** **Case No. PU-2822-03-401**

**Preferred Carrier Services, Inc./Qwest  
Corporation  
Interconnection Agreement Amendment  
Application** **Case No. PU-2482-03-439**

**MCImetro Access Transmission Services  
LLC/Qwest Corporation  
Interconnection Agreement Amendment  
Application** **Case No. PU-2800-03-451**

**ORDER**

**September 24, 2003**

On June 26, 2003, Qwest Corporation (Qwest) filed an application for approval of an amendment negotiated to its interconnection agreement with MCImetro Transmission Services, LLC of Vienna, VA, Case No. PU-2800-03-368. This amendment adopts intercarrier compensation arrangements for exchange of local/EAS and internet-bound traffic.

On July 9, 2003 Qwest filed for approval of an amendment negotiated to its interconnection agreement with Integra Telecom of North Dakota, Inc. of Beaverton, OR, Case No. PU-2463-03-393. This amendment adds rates, terms and conditions for CLEC-to-CLEC Cross Connections.

**7** **PU-2482-03-439**

Pages: 3

Order approving interconnection  
agreements  
by Public Service Commission

09/24/2003

CC: Comm Legal Ilona Jerry

On July 11, 2003, Qwest filed for approval of an amendment to its paging interconnection agreement with WaveSent LLC, Caase No. PU-2823-03-400. On July 14, 2003 Qwest filed for approval of an amendment negotiated to its paging interconnection agreement with Page Data, Case No. PU-2822-03-401. These amendments add terms and conditions for Single Point of Presence in the LATA.

On July 28, 2003, Qwest filed for approval of an amendment negotiated to its interconnection agreement with Preferred Carrier Services, Inc. of Irving, TX, Case No. PU-2482-03-439. This amendment adds terms and conditions for Qwest's Performance Assurance Plan with Performance Indicator Definitions.

On August 4, 2003, Qwest filed for approval of an amendment negotiated to its interconnection agreement with MCImetro Access Transmission Service LLC, Case No. PU-2800-03-451. This amendment adds rates, terms and conditions for Collocation Available Inventory.

These agreements were filed under Section 252(e) of the Telecommunications Act of 1996 (Act). The Act requires that any agreement adopted by negotiation or arbitration be submitted for approval to the Commission. Under section 252(e)(2)(A), the Commission may only reject an agreement (or portion thereof) adopted by negotiation if it finds that:

1. the agreement (or portion thereof) discriminates against a telecommunications carrier that was not a party to the agreement;
2. the implementation of the agreement (or portion thereof) is not consistent with the public interest, convenience, and necessity.

In addition, the Commission may include in its review state requirements that do not constitute barriers to entry under section 253.

On August 13, 2003, the Commission issued a Notice of Opportunity to File Written Comments, which provided that the Commission would receive comments on the agreements until September 16, 2003. No comments have been received.

The Commission has reviewed the agreements and does not find them discriminatory against a telecommunications carrier that was not a party to the agreements. The Commission finds that implementation of the agreements is not inconsistent with the public interest, convenience and necessity.

### **Order**

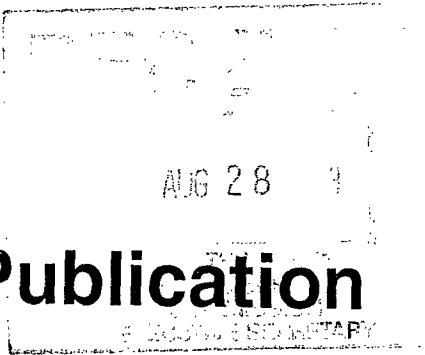
The Commission orders:

1. The captioned interconnection agreements are APPROVED.
2. The Commission retains continuing jurisdiction over the agreements at all times.
3. Notice of any changes to the agreements must be filed promptly with the Commission.

4. The agreements must not be assigned, assumed or otherwise transferred without the approval of the Commission.

**PUBLIC SERVICE COMMISSION**

 _____ <b>Susan E. Wefald</b> Commissioner	 _____ <b>Tony Clark</b> President	 _____ <b>Kevin Cramer</b> Commissioner
--	---	---



# Affidavit of Publication

Colleen Park, being duly sworn, state as follows:

1. I am the designated agent, under the provisions and for the purposes of, Section 31-04-06, NDCC, for the newspapers listed on the attached exhibits.
2. The newspapers listed on the exhibits published the advertisement of:  
PSC, Mental Health Assoc, 1 time(s)  
as required by law or ordinance.
3. All of the listed newspapers are legal newspapers in the State of North Dakota and, under the provisions of Section 46-05-01, NDCC, are qualified to publish any public notice or any matter required by law or ordinance to be printed or published in a newspaper in North Dakota.

Signed: Colleen Park

State of ND

County of Burleigh

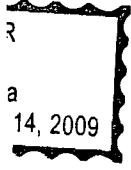
Subscribed and sworn to before me this 27 day of August 20 03.

Kim Henderson

6 **PU-2800-03-368** Pages: 1  
 Affidavit of Publication  
 by North Dakota Advertising Service, Inc.  
 08/28/2003 CC: Comm Legal Illona Jerry .

6 **PU-2463-03-393** Pages: 1  
 Affidavit of Publication  
 by North Dakota Advertising Service, Inc.  
 08/28/2003 CC: Comm Legal Illona Jerry .

6 **PU-2823-03-400** Pages: 1  
 Affidavit of Publication  
 by North Dakota Advertising Service, Inc.  
 08/28/2003 CC: Comm Legal Illona Jerry .



6 **PU-2822-03-401** Pages: 1  
 Affidavit of Publication  
 by North Dakota Advertising Service, Inc.  
 08/28/2003 CC: Comm Legal Illona Jerry .

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6 **PU-2800-03-451** Pages: 1  
 Affidavit of Publication  
 by North Dakota Advertising Service, Inc.  
 08/28/2003 CC: Comm Legal Illona Jerry .



North Dakota Newspaper Association

1435 Interstate Loop  
Bismarck, ND 58503-0567

Ph (701) 223-6397 • Fax (701) 223-8185

AUG 28

INVOICE

Order 17986-03084PP0 Invoice # 22813

August 27, 2003

Attn: JONH. MIELKE  
PUBLIC SERVICE COMMISSION  
600 E. BOULEVARD AVE.  
STATE CAPITOL  
BISMARCK, ND 58505

Advertiser: Public Service Commission

P.O.#:

Amount Due \$723.38

Voice: 701-328-4076

Amount Paid

Please detach and return this portion with your payment

Public Service Commission Invoice # 17986-03084PP0-22813

Ad Size	Rate Type	Rate	Total	Discount (%)	Caption	Page	Run Date
<b>Bismarck Tribune (Bismarck ND)</b>							
111.00	SPR2	0.64	71.04	0.00	MCImetro...MCImetro		08/19/03
<b>Devils Lake Daily Journal (Devils Lake ND)</b>							
114.00	SPR2	0.63	71.82	0.00	MCImetro...MCImetro		08/21/03
<b>Dickinson Press (Dickinson ND)</b>							
127.00	SPR2	0.57	72.39	0.00	MCImetro...MCImetro		08/21/03
<b>Fargo, The Forum (Fargo ND)</b>							
104.00	SPR2	0.71	73.84	0.00	MCImetro...MCImetro		08/25/03
<b>Grand Forks Herald (Grand Forks ND)</b>							
107.00	SPR2	0.69	73.83	0.00	MCImetro...MCImetro		08/19/03
<b>Jamestown Sun (Jamestown ND)</b>							
131.00	SPR2	0.54	70.74	0.00	MCImetro...MCImetro		08/19/03
<b>Minot Daily News (Minot ND)</b>							
146.00	SPR2	0.54	78.84	0.00	MCImetro...MCImetro		08/19/03
<b>Valley City Times-Record (Valley City ND)</b>							
116.00	SPR2	0.61	70.76	0.00	MCImetro...MCImetro		08/19/03
<b>Wahpeton Daily News (Wahpeton ND)</b>							
136.00	SPR2	0.51	69.36	0.00	MCImetro...MCImetro		08/19/03
<b>Williston Herald (Williston ND)</b>							
116.00	SPR2	0.61	70.76	0.00	MCImetro...MCImetro		08/19/03

Gross Advertising	723.38	Total Misc	0.00	Amount Paid	0.00
Agency Discount		Tax	0.00	Adjustments	0.00
Other Discount	0.00	Total Billed	723.38	Payment Date	
Service Charge	0.00	Unbilled	0.00	Balance Due	723.38

- 6 PU-2800-03-368 Pages: 1
- 6 PU-2463-03-393 Pages: 1
- 6 PU-2823-03-400 Pages: 1
- 6 PU-2822-03-401 Pages: 1
- 6 PU-2482-03-439 Pages: 1
- 6 PU-2800-03-451 Pages: 1

Affidavit of Publication

Affidavit of Publication

by North Dakota Advertising Service, Inc.

by North Dakota Advertising Service, Inc.

08/28/2003

CC: Comm Legal Ilona Jerry

08/28/2003

CC: Comm Legal Ilona Jerry

STATE OF NORTH DAKOTA  
PUBLIC SERVICE COMMISSION

**MCImetro Access Transmission Services LLC/Qwest Corporation  
Interconnection Agreement Amendment  
Application** Case No. PU-2800-03-368

**Integra Telecom of North Dakota, Inc./Qwest Corporation  
Interconnection Agreement Amendment  
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**WaveSent LLC/Qwest Corporation  
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Application** Case No. PU-2822-03-401

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Interconnection Agreement Amendment  
Application** Case No. PU-2482-03-439 ✓

**MCImetro Access Transmission Services LLC/Qwest Corporation  
Interconnection Agreement Amendment  
Application** Case No. PU-2800-03-451

**AFFIDAVIT OF SERVICE BY CERTIFIED MAIL AND ORDINARY MAIL**

STATE OF NORTH DAKOTA  
COUNTY OF BURLEIGH

**Sharon Helbling** deposes and says that:

she is over the age of 18 years and not a party to this action and, on the **15th day of August, 2003**, she deposited in the United States Mail, Bismarck, North Dakota **eight** envelopes with certified postage, return receipt requested, fully prepaid, securely sealed and each containing a photocopy of:

**Notice of Opportunity to File Written Comments**

The envelopes were addressed as follows:

**5** **PU-2482-03-439** Pages: 18

Affidavits of Service

by Public Service Commission

08/15/2003

CC: Comm Legal Ilona Jerry

Dan Kuntz  
P O Box 1695  
Bismarck ND 58502-1695

**Cert. No. 7001 2410 0003 4912 3730**

Director  
West Public Policy/Law & Public Policy  
WorldCom Inc  
6312 S Fiddlers Green Circle Ste 600  
Englewood CO 80111  
**Cert. No. 7001 2410 0003 4912 3754**

Vice President & Chief Technology Counsel  
Technology Law Group/Law & Public Policy  
WorldCom Inc  
1133 19<sup>th</sup> St NW  
Washington D C 20036  
**Cert. No. 7001 2410 0003 4912 3778**

Joseph B McNeal  
WaveSent LLC  
Page Data  
P O Box 15509  
Boise ID 83715  
**Cert. No. 7001 2410 0003 4912 3792**

Vice President  
Global Carrier Management  
WorldCom Inc  
707 17<sup>th</sup> St  
Denver CO 80202  
**Cert. No. 7001 24510 0003 4912 3747**

Director  
West Public Policy/Law & Public Policy  
WorldCom Inc  
707 17<sup>th</sup> St  
Denver CO 80202  
**Cert. No. 7001 2410 0003 4912 3761**

Karen Johnson  
Integra Telecom Inc  
19545 NW Von Neumann Dr Ste 200  
Beaverton OR 97006  
**Cert. No. 7001 2410 0003 4912 3785**

Alex Valencia  
Preferred Carrier Services Inc  
14681 Midway Rd Ste 105  
Addison TX 75001  
**Cert. No. 7001 2410 0003 4912 3808**

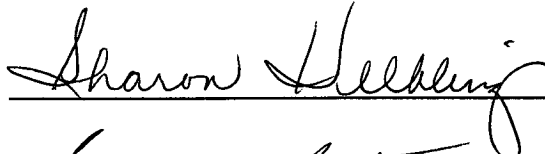

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Scott Macintosh  
Qwest Corporation  
P O Box 5508  
Bismarck ND 58502-5508

Dir-Interconnection Compliance  
Qwest Corporation  
1801 California St Rm 2410  
Denver CO 80202

Each address shown is the respective addressee's last reasonably ascertainable post office address.

Subscribed and sworn to before me  
this **15th day of August, 2003**.

  
\_\_\_\_\_  
  
\_\_\_\_\_  
Notary Public

SEAL

**SANDRA L. SCOTT**  
Notary Public, STATE OF NORTH DAKOTA  
My Commission Expires JUNE 11, 2004

STATE OF NORTH DAKOTA  
PUBLIC SERVICE COMMISSION

<b>MCImetro Access Transmission Services LLC/Qwest Corporation Interconnection Agreement Amendment Application</b>	<b>Case No. PU-2800-03-368</b>
<b>Integra Telecom of North Dakota, Inc./Qwest Corporation Interconnection Agreement Amendment Application</b>	<b>Case No. PU-2463-03-393</b>
<b>WaveSent LLC/Qwest Corporation Interconnection Agreement Amendment Application</b>	<b>Case No. PU-2823-03-400</b>
<b>Joseph B. McNeal d/b/a Page Data/Qwest Corporation Interconnection Agreement Amendment Application</b>	<b>Case No. PU-2822-03-401</b>
<b>Preferred Carrier Services, Inc./Qwest Corporation Interconnection Agreement Amendment Application</b>	<b>Case No. PU-2482-03-439</b>
<b>MCImetro Access Transmission Services LLC/Qwest Corporation Interconnection Agreement Amendment Application</b>	<b>Case No. PU-2800-03-451</b>

**AFFIDAVIT OF SERVICE BY ORDINARY MAIL OR E-MAIL**

STATE OF NORTH DAKOTA  
COUNTY OF BURLEIGH

**Sharon Helbling** deposes and says that:

she is over the age of 18 years and not a party to this action and, on the **15th day of August, 2003**, she deposited in the United States Mail, Bismarck, North Dakota, envelopes by first class mail, fully prepaid, securely sealed, and/or e-mailed a copy of:

**Notice of Opportunity to File Written Comments**

To:

**See Attached List**

Each address shown is the respective addressee's last reasonably ascertainable post office address.

Subscribed and sworn to before me  
this **15th day of August, 2003.**

*Sharon Helbling*  
\_\_\_\_\_  
*Sandra L. Scott*  
\_\_\_\_\_  
Notary Public

SEAL

**SANDRA L. SCOTT**  
Notary Public, STATE OF NORTH DAKOTA  
My Commission Expires JUNE 11, 2004

mariep@telcogroupinc.com  
Marie Pierre-Paul

wbrudvik@ohnstadlaw.com  
William Brudvik

donlee@martin-associates.com  
Don Lee

dennis.kelley@reconex.com  
Dennis Kelley  
1-800-Reconex Inc  
2500 Industrial Ave  
Hubbard OR 97032

jlchapman@acomminc.com  
Jerry Chapman  
Acomm Inc  
510 1st Ave N Ste 203  
Minneapolis MN 55403-0343

jbrowne@lga.att.com  
Janet Browne  
AT&T  
1875 Lawrence St 14th Fl  
Denver CO 80202

smassey@bepc.com  
Sheryl Massey  
Basin Electric Power Coop  
1717 E Interstate Ave  
Bismarck ND 58501-0564

jtmgr@bektel.com  
Jerome Tishmack  
BEK Communications Cooperative  
PO Box 230  
Steele ND 58482-0230

jtmgr@bektel.com  
Jerome Tishmack  
BEK Communications I Inc  
PO Box 230  
Steele ND 58482-0230

mannawiz@pacbell.net  
Larry Manna  
Compuwiz  
1012 Industrial Blvd  
South Lake Tahoe CA 96150

sheba.chacko@btna.com  
Sheba Chacko  
Concert Communications Sales LLC  
11440 Commerce Park Dr  
Reston VA 20191

paul@consolidatedtelcom.com  
Paul Schuetzler  
Consolidated Telcom  
PO Box 1077  
Dickinson ND 58601-1077

ken@consolidatedtelcom.com  
L Dan Wilhelmson  
Consolidated Telcom  
PO Box 1077  
Dickinson ND 58601-1077

mjrasher@msn.com  
Mary Jane Rasher  
DCI Group

drtc@drtel.net  
Darren Moser  
Dickey Rural Telephone Cooperative  
PO Box 69  
Ellendale ND 58436-0069

bgipson@vartec.net  
Becky Gipson  
eMeritus Communications Inc  
1600 Viceroy Dr  
Dallas TX 75235

bgipson@vartec.net  
Becky Gipson  
Excel Telecommunications Inc  
1600 Viceroy Dr  
Dallas TX 75235

glenn.richards@shawpittman.com  
Glenn Richards  
Glenn Richards  
ShawPittman  
2300 N St NW

rlaqua@rrv.net  
Ronald Laqua  
Halstad Telephone Company  
PO Box 55  
Halstad MN 56548-0055

carl.billek@corp.idt.net  
Carl Billek  
IDT America, Corp.  
520 Broad St 7th Fl  
Newark NJ 07102

karen.johnson@integratelecom.com  
Karen Johnson  
Integra Telecom of North Dakota Inc  
19545 Von Neumann Dr Ste 200  
Beaverton OR 97006-6902

rmerbeth@ionex.com  
Russell C Merbeth  
Ionex Communications North Inc  
15305 Dallas Pkwy Ste 1500  
Addison TX 75001

susan.a.travis@wcom.com  
Susan Travis  
MCI Worldcom  
201 Spear St 9th Fl  
San Francisco CA 94105

knations@mmfn.com  
Karen Nations  
Metromedia Fiber Network Services Inc  
360 Hamilton Ave  
White Plains NY 10601

meredith.gifford@gecapital.com  
Meredith Gifford  
GE Business Productivity Solutions Inc  
6540 Powers Ferry Rd  
Atlanta GA 30339

cooperstown@mlgc.com  
Ray Brown  
Griggs County Telephone Co  
Cooperstown ND 58425

hold@texas.net  
Dana Wilson  
Home Owners Long Distance Inc  
8647 Wurzbach Rd #M-1  
San Antonio TX 78240-1245

jamie@ignus.com  
Jamie Kubik  
Ignus Inc  
P O Box 9202  
Fargo ND 58106-9202

kander@ictc.com  
Keith Anderson  
Inter-Community Telephone Company LLC  
PO Box 8  
Nome ND 58062-0008

susan.p.green@lmco.com  
Susan Green  
Lockheed Martin Global Telecomm  
12506 Lake Underhill Rd MP 836  
Orlando FL 32825

dconn@mcleodusa.com  
Dave Conn  
McLeodUSA  
6400 C St SW  
Cedar Rapids IA 52406-3177

gerrya@midrivers.com  
Gerry Anderson  
Mid-Rivers Telephone Coop Inc  
PO Box 280  
Circle MT 59215-0280

rostberg@nemontel.net  
Ron Ostberg  
Missouri Valley Communications Inc  
P O Box 600  
Scobey MT 59263-0600

cooperstown@mlgc.com  
Ray Brown  
Moore and Liberty Telephone Company  
P O Box 66  
Enderlin ND 58027

dhill@ndarec.com  
Dennis Hill  
ND Assn Rural Electric Coops  
PO Box 727  
Mandan ND 58554-0727

jsilveira@netlojix.com  
Janet Medeiros-Silveira  
NetLogix Telecom Inc  
501 Bath St  
Santa Barbara CA 93101

lclemens@nft.net  
Larry Clemens  
Noonan Farmers Tele Co  
Noonan ND 58765

laurie.willman@nbne.info  
Laurie Willman  
North By NortheastCom LLC

klund@nccray.com  
Kenneth Lund  
Northwest Communications Coop  
PO Box 38  
Ray ND 58849-0038

ddunning@polarcomm.com  
David Dunning  
Polar Telcom Inc  
PO Box 270  
Park River ND 58270-0270

sbunn@mlgc.com  
Shelie Bunn  
Moore & Liberty Telephone Co  
Enderlin ND 58027

hfuglest@ndarec.com  
Harlan Fugelsten  
ND Assn Rural Electric Coops  
PO Box 727  
Mandan ND 58554-0727

pschaner@ndarec.com  
Patti Schaner  
ND Assn Rural Electric Coops  
PO Box 727  
Mandan ND 58554-0727

info@newaccess.cc  
Steven C Clay  
New Access Communications LLC  
801 Nicollet Ave Ste 350  
Minneapolis MN 55402-2519

rer@norlight.com  
Robert E Rogers  
NorLight Inc  
275 N Corporate Dr  
Brookfield WI 53045

pat@ndta.net  
Patricia Gisinger  
North Dakota Telephone Assoc  
PO Box 2614  
Bismarck ND 58502-2614

ddunning@polarcomm.com  
David Dunning  
Polar Commun Mut Aid Corp  
PO Box 270  
Park River ND 58270-0270

ddunning@polarcomm.com  
David Dunning  
Polar Telecommunications Inc  
PO Box T  
Park River ND 58270

donn@srt.com  
Don Neqaard  
Pringle and Herigstad P C  
PO Box 1000  
Minot ND 58702-1000

kblicke@qwest.com  
Kent Blickensderfer  
Qwest Corporation  
PO Box 5508  
Bismarck ND 58502-5508

smacint@qwest.com  
Scott Macintosh  
Qwest Corporation  
PO Box 5508  
Bismarck ND 58502-5508

saberry@qwest.com  
Sharon Berry  
Qwest Corporation  
409 1st Ave N  
Fargo ND 58102-4802

pam@tnics.com  
Pamela Harrington  
RC Communications Inc  
PO Box 197  
New Effington SD 57255-0197

jeffolson@rrt.net  
Jeff Olson  
Red River Telecom Inc  
PO Box 136  
Abercrombie ND 58001-0136

mbrestel@ndak.net  
Marcia Burckhard  
Reservation Telephone Cooperative  
Parshall ND 58770

pam@tnics.com  
Pamela Harrington  
Roberts Cty Tele Coop Assoc  
New Effington SD 57255

sschwan@qwest.com  
Suzy Schwandt  
Qwest Corporation

mkambei@qwest.com  
Mel Kambeitz  
Qwest Corporation  
220 N 5th St  
Bismarck ND 58501

maneill@qwest.com  
Mary Ann Neill  
Qwest Corporation  
1801 California St Rm 4700  
Denver CO 80202

wbauza@telfile.com  
Ayanery Reyes  
QX Telecom LLC  
230 5th Ave Ste 800  
New York NY 10001

jeffolson@rrt.net  
Jeff Olson  
Red River Rural Tele Assoc  
PO Box 136  
Abercrombie ND 58001-0136

royce@restel.net  
Royce Aslakson  
Reservation Telephone Cooperative  
Parshall ND 58770

shaneh@restel.net  
Shane Hart  
Reservation Telephone Cooperative  
Parshall ND 58770

bobhill@skylandnd.net  
Bob Hill  
Skyland Technologies Inc  
P O Box 939  
Williston ND 58802-0939

suelh@srttel.com  
Sue Hamilton  
SRT Communications Inc  
P O Box 2027  
Minot ND 58702-2027

christm@srttel.com  
Chris Morsefield  
SRT Communications Inc  
P O Box 2027  
Minot ND 58702-2027

johnar@srttel.com  
John Reiser  
SRT Communications Inc  
P O Box 2027  
Minot ND 58702-2027

mdickerson@state.nd.us  
Marcy Dickerson  
State Tax Department  
State Capitol  
Bismarck ND 58505

lahall@usgs.gov  
Lenora Hall  
U S Geological Survey

jennifer.arnold@uslink.com  
Jennifer Arnold  
U S Link Inc  
P O Box 327  
Pequot Lakes MN 56472-0327

kander@ictc.com  
Keith Anderson  
Valley Communications Inc  
P O Box 8  
Nome ND 58062

bonniek@westriv.com  
Bonnie Krause  
West River Telecomm Coop  
PO Box 467  
Hazen ND 58545-0467

stevedl@srttel.com  
Steve Lysne  
SRT Communications Inc  
P O Box 2027  
Minot ND 58702-2027

janehp@srttel.com  
Jane Petersen  
SRT Communications Inc  
P O Box 2027  
Minot ND 58702-2027

kimrw@srttel.com  
Kim Weydahl  
SRT Communications Inc  
P O Box 2027  
Minot ND 58702-2027

sthomas@talk.com  
Sharon Thomas  
Talk America Inc  
12001 Science Dr Ste 130  
Orlando FL 32826

kjvannin@usgs.gov  
K Vannin  
U S Geological Survey

mspead@universalservice.org  
Michael Spead  
USAC  
2120 L St NW Ste 600  
Washington DC 20037

anthony.gillman@verizon.com  
Anthony Gillman  
Verizon Select Services Inc  
P O Box 110  
Tampa FL 33601-0110

mickg@westriv.com  
Mick Grosz  
West River Telecommunications Coop  
PO Box 467  
Hazen ND 58545-0467

paulihland@wtc-mail.net

Paul Ihland

Wolverton Telephone Company

Wolverton MN 56594

Carolyn Fodor  
Winstar Communications  
21290 Melrose Ave  
Southfield MI 48075-7901

Patrick Summers  
360networks (USA) inc  
12202 Airport Way  
Broomfield CO 80021

ACN Communications Services Inc  
32991 Hamilton Ct  
Farmington Hills MI 48334

Arch Paging  
11437 Valley View Rd  
Eden Prairie MN 55344

Kimberly Nielsen  
AT&T Wireless  
7277 164th Ave NE RTC-1  
Redmond WA 98052

John Broten  
Bell Atlantic Communications Inc  
1320 N Court House Rd 9th Fl  
Arlington VA 22201

Jennifer Whitley  
Business Discount Plan Inc  
1 World Trade Ctr Ste 800  
Long Beach CA 90831-0800

Scott Geston  
Cable One of Fargo  
P O Box 10624  
Fargo ND 58106-0624

Ciera Network Systems Inc  
2630 Fountainview #300  
Houston TX 77057

Robert Fallan  
Coast International  
14303 W 95th St  
Lenexa KS 66215-5210

Jennifer Sikes  
1-800 Reconex  
2500 Industrial Ave  
Hubbard OR 97032

Ann Faught  
Absaraka Co-op Tele Co  
Absaraka ND 58002

Advanced Telcom Inc  
19 Old Courthouse Sq  
Santa Rosa CA 95404-4920

Sandy Hofstetter  
AT&T Communications  
10 River Park Plaza  
St Paul MN 55107

Jack Medaris  
Atlas Communications LTD  
P O Box 807  
Conshohocken PA 19428-0807

Jon M Hesse  
BridgeBand Communications Inc  
P O Box 423  
Livingston MT 59041

C12 Inc  
200 Galleria Pkwy Ste 1200  
Atlanta GA 30339

Cellco Partnership  
2775 Mitchell Dr MS7-1  
Walnut Creek CA 94598

Citizens Telecomm Co of Minnesota  
3 High Ridge Park  
Stamford CT 06905

Beth Choroser  
Comcast Business Communications Inc  
1500 Market St  
Philadelphia PA 19102

CommNet Cellular Inc  
8350 E Crescent Pkwy Ste 400  
Englewood CO 80111

Murray Barr  
Competitive Strategies Group Inc  
164 N Euclid Ave  
Oak Park IL 60302-2106

Consolidated Communications Networks  
Inc  
507 S Main  
Dickinson ND 58601

Contact Communications  
937 W Main St  
Riverton WY 82501

Covista Inc  
150 Clove Rd 8th Fl  
Little Falls NJ 07424

Keith Larson  
Dakota Central Tele Coop  
PO Box 299  
Carrington ND 58421-0299

Daktel Communications LLC  
P O Box 299  
Carrington ND 58421-0299

Dave Dircks  
DCN LLC  
P O Box 180  
Devils Lake ND 58301-0180

Dickey Rural Communications Inc  
PO Box 69  
Ellendale ND 58436-0069

DIECA Communications Inc  
3420 Central Expy  
Santa Clara CA 95051-0703

David Ococelio  
Commnet Wireless Inc  
16 W 127 83rd St  
Burr Ridge IL 60521

Computer Integrated Communications Inc  
8502 Bells Mill Rd  
Potomac MD 20854-4071

Consolidated Telcom  
PO Box 1077  
Dickinson ND 58601-1077

Continental FS Communications  
702 W 1st St  
Deming NM 88030

D D D Calling Inc  
6300 Richmond Ave Ste 304  
Houston TX 77057

Keith Larson  
Dakota Central Telecom I  
PO Box 299  
Carrington ND 58421-0299

Robert Hill  
Daktel Communications LLC  
P O Box 299  
Carrington ND 58421-0299

Definitive Computer Services  
P O Box 826  
Dickinson ND 58601-0826

Dickey Rural Services Inc  
P O Box 69  
Ellendale ND 58436

Digital Telecommunications Inc  
111 Riverfront Ste 305  
Winona MN 55987

DSLnet Communications LLC  
545 Long Wharf Dr  
New Haven CT 06511

Envisage Inc  
16620-B San Pedro  
San Antonio TX 78232

Evercom Systems Inc  
8201 Tristar Dr  
Irving TX 75063-2824

Dave Waters  
Fairpoint Communications Solutions  
521 E Morehead St Ste 250  
Charlotte NC 28202-2695

Lawrence Freedman  
Fleischman & Walsh  
1400 16th ST NW  
Washington DC 20036

Global Tel\*Link Corporation  
2609 Cameron St  
Mobile AL 36607-3104

Group Long Distance Inc  
9500 Toledo Way  
Irvine CA 92618-1806

HJN Telecom Inc  
3235 Satellite Blvd Bldg 400 Ste 300  
Duluth GA 30096

HTC Services Inc  
P O Box 55  
Halstad MN 56548

Robert K Johnson  
IdeaOne Telecom Group LLC  
3239 39th St SW  
Fargo ND 58104

Easton Telecom Services Inc  
3046 Brecksville Rd #A  
Richfield OH 44286-9399

Regulatory Dept  
Essential.com Inc  
5 Bragdon Ln Ste 200  
Kennebunk ME 04043

Chere Heintzmann  
Extend America Inc  
222 S 12th St  
Bismarck ND 58504

Flatel Inc  
2128 Okeechobee Blvd  
West Palm Beach FL 33409

Ronald Rodemerk  
Frontier Comm International  
180 S Clinton Ave  
Rochester NY 14646-0500

Lucille Nilson  
Griggs County Telephone Co  
Cooperstown ND 58425

Guaranteed Phone Service  
2201 W Bdwy Ste 1  
Council Bluffs IA 51501-3605

Houlton Enterprises Inc  
2201 W Bdwy Ste 1  
Council Bluffs IA 51501

Julia Waysdorf  
ICG Telecom Group Inc  
161 Inverness Dr W  
Englewood CO 80112

Ken Hanks  
International Telcom Ltd  
417 2nd Ave W  
Seattle WA 98119

Intrado Communications Inc  
1601 Dry Creek Dr  
Longmont CO 80503-6493

Nanette Edwards  
ITC DELTACOM INC  
4092 Memorial Pkwy SW  
Huntsville AL 35802-1382

James Valley Coop Telephone Co  
P O Box 69  
Ellendale ND 58436-0069

Katherine E Ford  
U S WEST  
1801 California St Ste 5100  
Denver CO 80202

KMC Telecom V Inc  
1545 Rt 206  
Bedminster NJ 07921

Thomas K Crowe  
Law Offices of Thomas K Crowe PC  
1250 24th St NW Ste 300  
Washington DC 20037

Local Telcom Holdings LLC  
485 Madison Ave 15th Fl  
New York NY 10022-5803

Steven Katka  
Loretel Systems Inc  
13 E 4th Ave  
Ada MN 56510

Marilyn Foss  
MCI WorldCom Inc  
707 17th St Ste 3600  
Denver CO 80202

MCImetro Access Transmission Services  
707 17th ST Ste 3600  
Denver CO 80202

David A. Huberman  
Intrado Communications Inc  
1601 Dry Creek Dr  
Longmont CO 80503-6493

Larry Barnes  
IXC/SSC-Regulatory Affairs  
1122 S Capital of TX Hwy  
Austin TX 78746-6426

Joseph B McNeal  
P O Box 15509  
Boise ID 83715

KMAV AM/FM RADIO  
PO Box 216  
Mayville ND 58257-0216

Myer Shark  
Knollwood Place Apts #221  
3630 Phillips Pkwy  
St Louis Park MN 55426

Level 3 Communications LLC  
3555 Farnam St  
Omaha NE 68131

Jan Lowe  
Long Dist Consolidated Billing Co  
145 S Livernois Rd #199  
Rochester MI 48307-1837

Max-Tel Communications Inc  
P O Box 280  
Alvord TX 76225

Michel Murray  
MCI WorldCom Inc  
707 17th St Ste 3600  
Denver CO 80202

McKenzie Consolidated Telecom LLC  
P O Box 1140  
Watford City ND 58854-1140

Midcontinent Communications  
410 South Phillips Ave  
Sioux Falls SD 57104

Gordon Wilhelmi  
Midstate Communications Inc  
PO Box 400  
Stanley ND 58784-0400

Philip Schenkenberg  
Midwest Wireless Corp LLC  
2200 1st Nat'l Bk Bldg  
332 Minnesota St  
St Paul MN 55101  
Richard Oakley  
Minnesota PCS LP  
13810 24th Ave N  
Plymouth MN 55441

Mobile Communications Corporation  
1800 W Park Dr  
Westborough MA 01581-3912

Dave Crothers  
NDATC  
Box 1144  
Mandan ND 58554-1144

New Edge Network Inc  
3000 Columbia House Blvd Ste 106  
Vancouver WA 98661

Bob Edgerly  
Nextel West Corp  
2001 Edmund Halley Dr  
Reston VA 20191

Steven Lysne  
North Dakota Network Co  
P O Box 2027  
Minot ND 58702-2027

Glenn Stockton  
NOS Communications Inc  
4380 Boulder Hwy  
Las Vegas NV 89121

Mid-Rivers Telephone Coop Inc  
P O Box 280  
Circle MT 59215

Mark Wilhelmi  
Midstate Telephone Co  
PO Box 400  
Stanley ND 58784-0400

Minnesota Independent Equal Access  
Corp  
c/o Onvoy Inc  
300 S Hwy 169  
Minneapolis MN 55426  
Minneapolis  
MITS  
PO Box 5237  
Helena MT 59604-5237

Jim Arbury  
National Multi Housing Council  
1850 M St NW Ste 540  
Washington DC 20036

Richard Thronson  
Nemont Telephone Cooperative Inc  
Scobey MT 59263

Nextel West Corp  
2001 Edmund Halley Dr  
Reston VA 20191-3436

Dave Dircks  
North Dakota Long Distance Inc  
P O Box 180  
Devils Lake ND 58301-0180

Dave Dircks  
North Dakota Telephone Company  
PO Box 180  
Devils Lake ND 58301-0180

NOW Communications Inc  
711 S Tejon St Ste 201  
Colorado Springs CO 80903

NPCR Inc  
4500 Carillon Point  
Kirkland WA 98033

Holly Sasscer  
Operator Communications Inc  
3530 Forest Ln Ste 200  
Dallas TX 75234-7910

Pilgrim Telephone Inc  
1 Kendall Sq Bldg 600 PMD 450  
Cambridge MA 02139-1971

Premiere Network Services Inc  
1510 N Hampton Rd Ste 120  
DeSoto TX 75115

Scott Lee  
Protel Advantage Inc  
1308 Medora Rd  
St. Paul MN 55118-1734

QuantumShift Communications Inc  
88 Rowland Way Ste 200  
Novato CA 94945-5000

Qwest Interprise America Inc  
1801 California St 49th Fl  
Denver CO 80202

Kimberly Nielson  
RTC-1  
Legal & External Affairs  
7277 164th Ave NE  
Redmond WA 98052

Sandra Adams  
NewPath Holdings Inc  
4364 114th St  
Des Moines IA 50322

Lisa Dabkowski  
SNET America Inc  
310 Orange St  
North Haven CT 06510-1719

Mary Buley  
Onvoy Inc  
300 South Highway 169  
Minneapolis MN 55426

Brad Van Leur  
OrbitCom Inc  
1701 N Louise Ave  
Sioux Falls SD 57107

Jeff Walker  
Preferred Carrier Services Inc  
14681 Midway Rd Ste 105  
Dallas TX 75001

Primus Telecommunications Inc  
1700 Old Meadow Rd 3rd Fl  
McLean VA 22102

Public Communications Services Inc  
11859 Wilshire Blvd Ste 600  
Los Angeles CA 90025

Heather Troxell  
Qwest Communications Corporation  
4250 Fairfax Dr  
Arlington VA 22203

Dean Polkow  
RCC Network Inc  
PO Box 2000  
Alexandria MN 56308-2000

Dean Polkow  
Rural Cellular Corporation  
P O Box 2000  
Alexandria MN 56308

ServiSense.com Inc  
115 Shawmut Rd  
Canton MA 02021-1438

Andrew Jones  
Sprint  
6391 Sprint Pkwy  
Overland Park KS 66251-6100

Sprint Spectrum L P  
6160 Sprint Pkwy 4th Fl KSOPHIO414  
Overland Park KS 66251

Randy Burckhard  
SRT Communications Inc  
P O Box 2027  
Minot ND 58702-2027

Jack Medaris  
Telco Partners Inc  
P O Box 807  
Conshohocken PA 19428-0807

Telera Communications Inc  
910 E Hamilton Ave Ste 200  
Campbell CA 95008

Tele-Tech Inc  
2900 W 11th St  
Sioux Falls SD 57104-3660

T-Netix Inc  
P O Box 701028  
Dallas TX 75370-1028

Kenneth Carlson  
Turtle Mountain Communications  
PO Box 729  
Langdon ND 58249-0729

United Communications HUB Inc  
10390 Commerce Ctr Dr Ste 250  
Rancho CA 91730-5860

Kenneth Carlson  
United Telephone Mut Aid Corp  
Langdon ND 58249

Dennis Houston  
Universal Network Services of ND  
1572 North Batavia St Ste 1A  
Orange CA 92867

SRT Communications Inc  
P O Box 2027  
Minot ND 58702-2027

Harris Saele  
T P C Inc  
PO Box 180  
Devils Lake ND 58301-0180

Al Bosch  
Tele-Beep Company  
PO Box 7072  
Bismarck ND 58502-7072

Telespectrum Communications Inc  
219 NP Ave  
Fargo ND 58102-4833

Jonathan Marashlian  
The Helein Law Group P C  
8180 Greensboro Dr Ste 700  
McLean VA 22102

Touch America Inc  
40 E Bdwy  
Butte MT 59701

Dan Willis  
TW Wireless LLC  
1860 Lincoln St 14th Fl  
Denver CO 80295

Sam Billingsley  
United States Advanced Network Inc  
3080 Northwoods Cir  
Norcross GA 30071-1562

Christina Tygielski  
Universal Access Inc  
Sears Tower 233 S Wacker Dr Ste 600  
Chicago IL 60606-6307

US West NewVector Group Inc  
3350 161st Ave SE  
Bellevue WA 98009-9697

Val-Ed Joint Venture LLP  
150 2nd St SW  
Perham MN 56573

Randy Houdek  
Venture Communications Inc  
PO Box 157  
Highmore SD 57345-0157

Molli Harper  
Verizon Wireless  
6350 E Crescent Pkwy Ste 200  
Greenwood Village CO 80111

West River Coop Telephone Co  
P O Box 39  
Bison SD 57620-0039

Doris Cooper  
West River Long Distance Co  
PO Box 467  
Hazen ND 58545-0467

Western CLEC Corporation  
3650 131st Ave SE #400  
Bellevue WA 98006

Gene DeJordy  
WWC Holding Co Inc  
3650 131st Ave SE  
Bellevueq WA 98006

VarTec Telecom Inc  
1600 Viceroy Dr  
Dallas TX 75235

David Armev  
Verizon Communications  
600 E Hidden Ridge HQE02i33  
Irving TX 75038

Joseph B McNeal  
WaveSent LLC  
P O Box 15509  
Boise ID 83715

Darrell Henderson  
West River Cooperative Telephone  
Company  
PO Box 39  
Bison SD 57620-0039

Mick Grosz  
West River Telecomm Coop  
PO Box 467  
Hazen ND 58545-0467

WTC Competitive Services Inc  
P O Box 129  
Wolverton MN 56594

Z-Tel Communications Inc  
601 S Harbour Island Blvd Ste 220  
Tampa FL 33602-5925

**Helbling, Sharon D.**

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**From:** Helbling, Sharon D.  
**Sent:** Friday, August 15, 2003 7:57 AM  
**To:** ndna (E-mail)  
**Subject:** Attached Notice of Opportunity to File Written Comments

**Colleen Park  
North Dakota Newspaper Association**

**Colleen:**

**Attached is a Notice of Opportunity to File Written Comments which we would like published as a legal publication in the next issue of the ten North Dakota daily newspapers. Also run it as a "News Item" only article.**

**Send the bill to the Public Service Commission, along with a tear sheet for billing purposes.**

**If you have any questions, give me a call at 328-4076.**

**Thank you.**

**Sharon Helbling  
Public Utilities Division**

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**PU-2482-03-439**

Pages: 1

Notice e-mailed to NDNA requesting  
publication  
by Public Service Commission

08/15/2003

CC: Comm Legal Illona Jerry .

8/15/2003

**APPROVED**

DATE: 8-13-03  
KMF

**MOTION**

**August 13, 2003**

**MCImetro Access Transmission Services  
LLC/Qwest Corporation  
Interconnection Agreement Amendment  
Application**

**Case No. PU-2800-03-368**

**Integra Telecom of North Dakota, Inc./Qwest  
Corporation  
Interconnection Agreement Amendment  
Application**

**Case No. PU-2463-03-393**

**WaveSent LLC/Qwest Corporation  
Interconnection Agreement Amendment  
Application**

**Case No. PU-2823-03-400**

**Joseph B. McNeal d/b/a Page Data/Qwest  
Corporation  
Interconnection Agreement Amendment  
Application**

**Case No. PU-2822-03-401**

**Preferred Carrier Services, Inc./Qwest  
Corporation  
Interconnection Agreement Amendment  
Application**

**Case No. PU-2482-03-439**

**MCImetro Access Transmission Services  
LLC/Qwest Corporation  
Interconnection Agreement Amendment  
Application**

**Case No. PU-2800-03-451**

I move the Commission issue a Notice of Opportunity to File Written Comments in the captioned applications for approval of interconnection agreements.

JRL/sdh

**STATE OF NORTH DAKOTA  
PUBLIC SERVICE COMMISSION**

**MCImetro Access Transmission Services  
LLC/Qwest Corporation  
Interconnection Agreement Amendment  
Application** **Case No. PU-2800-03-368**

**Integra Telecom of North Dakota, Inc./Qwest  
Corporation  
Interconnection Agreement Amendment  
Application** **Case No. PU-2463-03-393**

**WaveSent LLC/Qwest Corporation  
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Application** **Case No. PU-2823-03-400**

**Joseph B. McNeal d/b/a Page Data/Qwest  
Corporation  
Interconnection Agreement Amendment  
Application** **Case No. PU-2822-03-401**

**Preferred Carrier Services, Inc./Qwest  
Corporation  
Interconnection Agreement Amendment  
Application** **Case No. PU-2482-03-439**

**MCImetro Access Transmission Services  
LLC/Qwest Corporation  
Interconnection Agreement Amendment  
Application** **Case No. PU-2800-03-451**

**NOTICE OF OPPORTUNITY TO FILE WRITTEN COMMENTS**

**August 13, 2003**

On June 26, 2003, Qwest Corporation (Qwest) filed an application for approval of an amendment negotiated to its interconnection agreement with MCImetro Transmission Services, LLC of Vienna, VA, Case No. PU-2800-03-368. This amendment adopts intercarrier compensation arrangements for exchange of local/EAS and internet-bound traffic.

On July 9, 2003 Qwest filed for approval of an amendment negotiated to its interconnection agreement with Integra Telecom of North Dakota, Inc. of Beaverton, OR, Case No. PU-2463-03-393. This amendment adds rates, terms and conditions for CLEC-to-CLEC Cross Connections.

On July 11, 2003, Qwest filed for approval of an amendment to its paging interconnection agreement with WaveSent LLC, Caase No. PU-2823-03-400. On July



14, 2003 Qwest filed for approval of an amendment negotiated to its paging interconnection agreement with Page Data, Case No. PU-2822-03-401. These amendments add terms and conditions for Single Point of Presence in the LATA.

On July 28, 2003, Qwest filed for approval of an amendment negotiated to its interconnection agreement with Preferred Carrier Services, Inc. of Irving, TX, Case No. PU-2482-03-439. This amendment adds terms and conditions for Qwest's Performance Assurance Plan with Performance Indicator Definitions.

On August 4, 2003, Qwest filed for approval of an amendment negotiated to its interconnection agreement with MCImetro Access Transmission Service LLC, Case No. PU-2800-03-451. This amendment adds rates, terms and conditions for Collocation Available Inventory.

These agreements were filed under Section 252(e) of the Telecommunications Act of 1996 (Act). The Act requires that any agreement adopted by negotiation or arbitration be submitted for approval to the Commission. Under section 252(e)(2)(A), the Commission may only reject an agreement (or portion thereof) adopted by negotiation if it finds that:

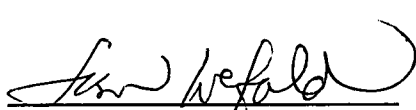
1. the agreement (or portion thereof) discriminates against a telecommunications carrier that was not a party to the agreement;
2. the implementation of the agreement (or portion thereof) is not consistent with the public interest, convenience, and necessity

In addition, the Commission may include in its review state requirements that do not constitute barriers to entry under section 253. Section 252(e)(4) requires that the Commission must act to approve or reject an agreement adopted by negotiation within ninety (90) days after submission by the parties.

**The Commission will receive written comments on these agreements until September 16, 2003.**

For more information contact the Public Service Commission, State Capitol, Bismarck, North Dakota 58505, 701-328-2400; or Relay North Dakota 1-800-366-6888 TTY. If you require any auxiliary aids or services, such as readers, signers, or Braille materials please notify Jon Mielke, Executive Secretary.

**PUBLIC SERVICE COMMISSION**



**Susan E. Wefald**  
Commissioner



**Tony Clark**  
President



**Kevin Cramer**  
Commissioner

ZUGER KIRMIS & SMITH

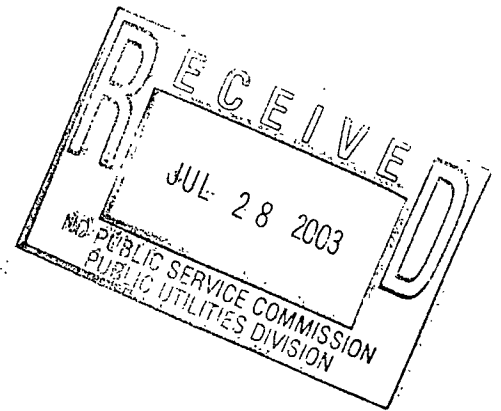
COUNSELORS AND ATTORNEYS AT LAW

Lyle W. Kirmis  
Lance D. Schreiner, P.C.  
James S. Hill, P.C.  
Patrick J. Ward  
Rebecca S. Thiem, P.C.  
Daniel S. Kuntz, P.C.  
Jerry W. Evenson, P.C.  
Lawrence A. Dopson  
Lawrence E. King, P.C.  
Tracy Vigness Kolb, P.C.  
Shawnda R. Reid  
Constance N. Hofland  
Paul R. Sanderson

316 North Fifth Street  
Provident Building  
P.O. Box 1695  
Bismarck, ND 58502-1695  
(701) 223-2711  
fax (701) 223-7387  
[www.zkslaw.com](http://www.zkslaw.com)  
email: [zkslaw@zkslaw.com](mailto:zkslaw@zkslaw.com)

Of Counsel  
John A. Zuger  
-----  
Thomas O. Smith  
1944-2001

July 28, 2003



Mr. Jon Mielke  
Executive Secretary  
ND Public Service Commission  
State Capitol – 12<sup>th</sup> Floor  
Bismarck, ND 58505-0480

**Re: Amendment to the Interconnection Agreement between Qwest Corporation and Preferred Carrier Services, Inc.**

Dear Mr. Mielke:

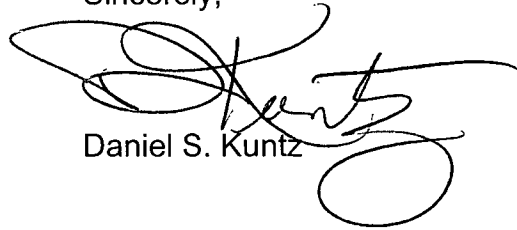
Enclosed for filing are the original and seven copies of an Amendment to the Interconnection Agreement between Preferred Carrier Services, Inc. and Qwest Corporation that was approved by the Commission on November 7, 2001, in Case No. PU-2482-01-459. The Amendment adds terms and conditions for a Performance Assurance Plan. Contact information for Preferred Carrier Services, Inc. should be directed to Preferred Carrier Services, Inc., Alex Valencia, Regulatory Counsel, 14681 Midway Road, Suite 105, Addison, TX 75001. The telephone number is 972-503-3388.

Also enclosed is an extra copy of this letter. Please date stamp the extra copy and return it to me in the enclosed self-addressed stamped envelope.

Mr. Jon Mielke  
July 28, 2003  
Page 2

Please contact me if you have any questions regarding this filing.

Sincerely,

A handwritten signature in black ink, appearing to read "Kuntz", with a large, stylized flourish underneath.

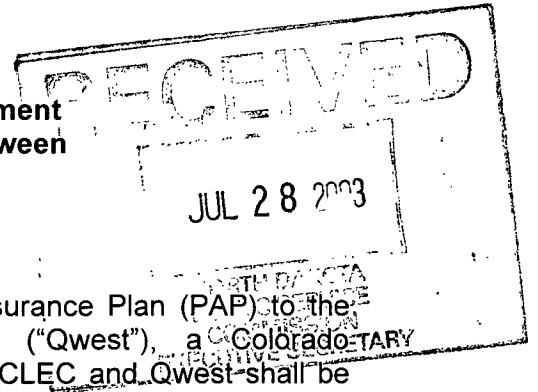
Daniel S. Kuntz

Enclosures

c: Scott Macintosh w/enc.  
Alex Valencia wo/enc.

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**Performance Assurance Plan Amendment  
to the Interconnection Agreement between  
Qwest Corporation and  
Preferred Carrier Services, Inc.  
for the State of North Dakota**



This is an Amendment ("Amendment") for Performance Assurance Plan (PAP) to the Interconnection Agreement between Qwest Corporation ("Qwest"), a Colorado corporation, and Preferred Carrier Services, Inc. ("CLEC"). CLEC and Qwest shall be known jointly as the "Parties".

**RECITALS**

WHEREAS, CLEC and Qwest entered into an Interconnection Agreement ("Agreement") that was approved by the North Dakota Public Service Commission on November 07, 2001; and

WHEREAS, the Parties wish to amend the Agreement further under the terms and conditions contained herein.

**AGREEMENT**

NOW THEREFORE, in consideration of the mutual terms, covenants and conditions contained in this Amendment and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the Parties agree as follows:

**AMENDMENT TERMS**

**Service Performance**

The Performance Assurance Plan ("PAP") as approved by the Commission and the Performance Indicator Definitions ("PIDs") included as Exhibit B to the Commission approved Statement of Generally Acceptable Terms and Conditions ("SGAT") are hereby incorporated into this Amendment as Attachments 1 and 2, respectively. Modifications to PIDs that apply to the PAP shall be made in accordance with section 16.0 of the PAP. Changes made pursuant to section 16.0 shall apply to and modify this Agreement, subject to and in accordance with terms therein and any applicable subsequent judicial review.

Consistent with section 13.0 of the PAP, CLEC elects the PAP as a part of its Interconnection Agreement with Qwest. Therefore, all references in the Agreement to performance standards and measurements and accompanying payment mechanisms (including, but not limited to, Direct Measures of Quality (DMOQ) and Supplier Performance Quality Management System) are superseded by this Amendment.

**Force Majeure and Dispute Resolution**

Pursuant to sections 13.3 and 18.0 of the PAP, sections 5.7 (Force Majeure) and 5.18 (Dispute Resolution), of the SGAT respectively, attached hereto as Attachments 3 and 4 to this Amendment, are hereby incorporated into the Amendment for the sole purpose of implementing the PAP.

### **Implementation Date**

If the FCC has granted Section 271 authorization for the State, the PAP will be implemented on the date the Amendment is executed by both parties. If the FCC has not granted Section 271 authorization for the State as of the date the Amendment is executed by both parties, the PAP will be implemented on the date the FCC grants Section 271 approval for the State. In the initial month of implementation, payments to CLEC under the PAP will be pro-rated to reflect the applicable percentage of the monthly payment.

### **CLEC Information**

CLEC agrees that for amounts owed under the PAP that are not credited to CLEC's bill as allowed by the PAP, payments shall be made by the use of electronic fund transfers, or check, if the option of electronic fund transfer is not available. CLEC agrees that monthly performance reports shall be delivered via a password-protected website. In order to implement these provisions, CLEC shall provide specific information in response to the Performance Assurance Plan Amendment Questionnaire. To accommodate this need, CLEC shall generate an updated Performance Assurance Plan Amendment Questionnaire within 30 days.

### **Further Amendments**

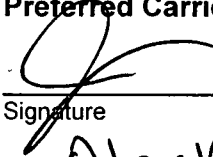
Except as modified herein, the provisions of the Agreement shall remain in full force and effect. The provisions of this Amendment, including the provisions of this sentence, may not be amended, modified or supplemented, and waivers or consents to departures from the provisions of this Amendment may not be given without the written consent thereto by both Parties' authorized representative. No waiver by any Party of any default, misrepresentation, or breach of warranty or covenant hereunder, whether intentional or not, will be deemed to extend to any prior or subsequent default, misrepresentation, or breach of warranty or covenant hereunder or affect in any way any rights arising by virtue of any prior or subsequent such occurrence.

### **Entire Agreement**

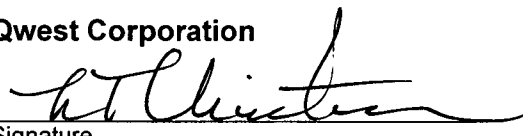
This Amendment (including the documents referred to herein) constitutes the full and entire understanding and agreement between the Parties with regard to the subjects of this Amendment and supersedes any prior understandings, agreements, or representations by or between the Parties, written or oral, to the extent they relate in any way to the subjects of this Amendment.

The Parties intending to be legally bound have executed this Amendment as of the dates set forth below, in multiple counterparts, each of which is deemed an original, but all of which shall constitute one and the same instrument.

**Preferred Carrier Services, Inc.**

  
\_\_\_\_\_  
Signature  
Alex Valencia  
\_\_\_\_\_  
Name Printed/Typed  
VP - Regulatory  
\_\_\_\_\_  
Title  
6-20-03  
\_\_\_\_\_  
Date

**Qwest Corporation**

  
\_\_\_\_\_  
Signature  
L.T. Christensen  
\_\_\_\_\_  
Name Printed/Typed  
Director - Business Policy  
\_\_\_\_\_  
Title  
7/22/03  
\_\_\_\_\_  
Date

## **PERFORMANCE ASSURANCE PLAN**

### **1.0 Introduction**

1.1 As set forth in this Agreement, Qwest and CLEC voluntarily agree to the terms of the following Performance Assurance Plan ("PAP"), prepared in conjunction with Qwest's application for approval under Section 271 of the Telecommunications Act of 1996 (the "Act") to offer in-region long distance service.

### **2.0 Plan Structure**

2.1 The PAP is a two-tiered, self-executing remedy plan. CLEC shall be provided with Tier 1 payments if, as applicable, Qwest does not provide parity between the service it provides to CLEC and that which it provides to its own retail customers, or Qwest fails to meet applicable benchmarks.

2.1.1 As specified in section 7.0, if Qwest fails to meet parity and benchmark standards on an aggregate CLEC basis, Qwest shall make Tier 2 payments to a Fund established by the state regulatory commission or, if required by existing law, to the state general fund.

2.2 As specified in sections 6.0 and 7.0 and Attachments 1 and 2, payment is generally on a per occurrence basis, (i.e., a set dollar payment times the number of non-conforming service events). For the performance measurements which do not lend themselves to per occurrence payment, payment is on a per measurement basis, (i.e., a set dollar payment). The level of payment also depends upon the number of consecutive months of non-conforming performance, (i.e., an escalating payment the longer the duration of non-conforming performance).

2.3 Qwest shall be in conformance with the parity standard when service Qwest provides to CLEC is equivalent to that which it provides to its retail customers. The PAP relies upon statistical scoring to determine whether any difference between CLEC and Qwest performance results is significant, that is, not attributable to simple random variation. Statistical parity shall exist when performance results for CLEC and for Qwest retail analogue result in a z-value that is no greater than the critical z-values listed in the Critical Z-Statistical Table in section 5.0

2.4 For performance measurements that have no Qwest retail analogue, agreed upon benchmarks shall be used. Benchmarks shall be evaluated using a "stare and compare" method. For example, if the benchmark for a particular performance measurement is 95% or better, Qwest performance results must be at least 95% to meet the benchmark. Percentage benchmarks will be adjusted to round the allowable number of misses up or down to the closest integer, except when a benchmark standard and low CLEC volume are such that a 100% performance result would be required to meet the standard and has not been attained. In such a situation, the determination of whether Qwest meets or fails the benchmark standard

will be made using performance results for the month in question, plus a sufficient number of consecutive prior months so that a 100% performance result would not be required to meet the standard. For purposes of section 6.2, a meet or fail determined by this procedure shall count as a single month. In cases where there is insufficient prior data to determine if the standard has been met or missed using this “look-back” procedure, Qwest shall be allowed to round the product of the benchmark and the sample size up to one, such that one miss would be permitted.

### **3.0 Performance Measurements**

3.1 The performance measurements included in the PAP are set forth in Attachment 1. Each performance measurement identified is defined in the Performance Indicator Definitions (“PIDs”) developed in the ROC Operational Support System (“OSS”) collaborative, and which are included in Attachment 2. The measurements have been designated as Tier 1, Tier 2, or both Tier 1 and Tier 2 and given a High, Medium, or Low designation.

### **4.0 Statistical Measurement**

4.1 Qwest uses a statistical test, namely the modified “z-test,” for evaluating the difference between two means (i.e., Qwest and CLEC service or repair intervals) or two percentages (e.g., Qwest and CLEC proportions), to determine whether a parity condition exists between the results for Qwest and the CLEC(s). The modified z-tests shall be applicable if the number of data points are greater than 30 for a given measurement. For testing measurements for which the number of data points are 30 or less, Qwest will use a permutation test to determine the statistical significance of the difference between Qwest and CLEC.

4.2 Qwest shall be in conformance when the monthly performance results for parity measurements (whether in the form of means, percents, or proportions and at the equivalent level of disaggregation) are such that the calculated z-test statistics are not greater than the critical z-values as listed in Table 1, section 5.0.

4.3 Qwest shall be in conformance with benchmark measurements when the monthly performance result equals or exceeds the benchmark, if a higher value means better performance, and when the monthly performance result equals or is less than the benchmark if a lower value means better performance.

The formula for determining parity using the modified z-test is:

$$z = \text{DIFF} / \sigma_{\text{DIFF}}$$

Where:

$$\text{DIFF} = M_{\text{Qwest}} - M_{\text{CLEC}}$$

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$M_{QWEST}$  = Qwest average or proportion

$M_{CLEC}$  = CLEC average or proportion

$\sigma_{DIFF}$  = square root [ $\sigma^2_{Qwest} (1/n_{CLEC} + 1/n_{Qwest})$ ]

$\sigma^2_{Qwest}$  = calculated variance for Qwest

$n_{Qwest}$  = number of observations or samples used in Qwest measurement

$n_{CLEC}$  = number of observations or samples used in CLEC measurement

The modified z-tests will be applied to reported parity measurements that contain more than 30 data points.

In calculating the difference between Qwest and CLEC performance, the above formula applies when a larger Qwest value indicates a better level of performance. In cases where a smaller Qwest value indicates a higher level of performance, the order is reversed, i.e.,  $M_{CLEC} - M_{QWEST}$ .

4.3.1 For parity measurements where the number of data points is 30 or less, Qwest will apply a permutation test to test for statistical significance. Permutation analysis will be applied to calculate the z-statistic using the following logic:

Calculate the modified z-statistic for the actual arrangement of the data

Pool and mix the CLEC and Qwest data sets

Perform the following 1000 times:

Randomly subdivide the pooled data sets into two pools, one the same size as the original CLEC data set ( $n_{CLEC}$ ) and one reflecting the remaining data points, and one reflecting the remaining data points, (which is equal to the size of the original Qwest data set or  $n_{QWEST}$ ).

Compute and store the modified z-test score ( $Z_S$ ) for this sample.

Count the number of times the z-statistic for a permutation of the data is greater than the actual modified z- statistic

Compute the fraction of permutations for which the statistic for the rearranged data is greater than the statistic for the actual samples

If the fraction is greater than  $\alpha$ , the significance level of the test, the hypothesis of no difference is not rejected, and the test is passed. The  $\alpha$  shall be .05 when the critical z value is 1.645 and .15 when the critical z value is 1.04.

**5.0 Critical Z-Value**

5.1 The following table shall be used to determine the critical z-value that is referred to in section 6.0. It is based on the monthly business volume of the CLEC for the particular performance measurements for which statistic testing is being performed.

**TABLE 1: CRITICAL Z-VALUE**

<u>CLEC volume (Sample size)</u>	LIS Trunks, UDITs, Resale, UBL-DS1 and DS-3	<u>All Other</u>
1-10	1.04*	1.645
11-150	1.645	1.645
151-300	2.0	2.0
301-600	2.7	2.7
601-3000	3.7	3.7
3001 and above	4.3	4.3

\* The 1.04 applies for individual month testing for performance measurements involving LIS trunks and DS-1 and DS-3 that are UDITs, Resale, or Unbundled Loops. The performance measurements are OP-3d/e, OP-4d/e, OP-5, OP-6-4/5, MR-5a/b, MR-7d/e, and MR-8. For purposes of determining consecutive month misses, 1.645 shall be used. Where performance measurements disaggregate to zone 1 and zone 2, the zones shall be combined for purposes of statistical testing.

**6.0 Tier 1 Payments to CLEC**

6.1 Tier 1 payments to CLEC shall be made solely for the performance measurements designated as Tier 1 on Attachment 1. The payment amount for non-conforming service varies depending upon the designation of performance measurements as High, Medium, and Low and the duration of the non-conforming service condition as described below. Non-conforming service is defined in section 4.0.

6.1.1 Determination of Non-Conforming Measurements: The number of performance measurements that are determined to be non-conforming and, therefore, eligible for Tier 1 payments, are limited according to the critical z-value shown in Table 1, section 5.0. The critical z-values are the statistical standard that determines for each CLEC performance measurement whether Qwest has met parity. The critical z-value is selected from Table 1 according to the monthly CLEC volume for the performance measurement. For instance, if the CLEC sample size for that month is 100, the critical z-value is 1.645 for the statistical testing of that parity performance measurement.

6.2 Determination of the Amount of Payment: Tier 1 payments to CLEC, except as provided for in sections 6.3 and 10.0, are calculated and paid monthly based on the number of performance measurements exceeding the critical z-value. Payments will be made on either a per occurrence or per measurement basis, depending upon the performance measurement,

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using the dollar amounts specified in Table 2 below. The dollar amounts vary depending upon whether the performance measurement is designated High, Medium, or Low and escalate depending upon the number of consecutive months for which Qwest has not met the standard for the particular measurement.

6.2.1 The escalation of payments for consecutive months of non-conforming service will be matched month for month with de-escalation of payments for every month of conforming service. For example, if Qwest has four consecutive monthly “misses” it will make payments that escalate from month 1 to month 4 as shown in Table 2. If, in the next month, service meets the standard, Qwest makes no payment. A payment “indicator” de-escalates down from month 4 to month 3. If Qwest misses the following month, it will make payment at the month 3 level of Table 2 because that is where the payment “indicator” presently sits. If Qwest misses again the following month, it will make payments that escalate back to the month 4 level. The payment level will de-escalate back to the original month 1 level only upon conforming service sufficient to move the payment “indicator” back to the month 1 level.

6.2.2 For those performance measurements listed on Attachment 2 as “Performance Measurements Subject to Per Measurement Caps,” payment to a CLEC in a single month shall not exceed the amount listed in Table 2 below for the “Per Measurement” category. For those performance measurements listed on Attachment 2 as “Performance Measurements Subject to Per Measurement Payments,” payment to a CLEC will be the amount set forth in Table 2 below under the section labeled “per measurement.”

**TABLE 2: TIER-1 PAYMENTS TO CLEC**

Per Occurrence						
Measurement Group	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6 and each following month
High	\$150	\$250	\$500	\$600	\$700	\$800
Medium	\$ 75	\$150	\$300	\$400	\$500	\$600
Low	\$ 25	\$ 50	\$100	\$200	\$300	\$400

Per Measurement Cap						
Measurement Group	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6 and each following month
High	\$25,000	\$50,000	\$75,000	\$100,000	\$125,000	\$150,000
Medium	\$10,000	\$20,000	\$30,000	\$ 40,000	\$ 50,000	\$ 60,000
Low	\$ 5,000	\$10,000	\$15,000	\$ 20,000	\$ 25,000	\$ 30,000

6.3 For collocation, CP-2 and CP-4 performance measurements shall be relied upon for delineation of collocation business rules. For purposes of calculating Tier 1 payments, collocation jobs and collocation feasibility studies that are later than the due date will have a

per day payment applied according to Table 3. The per day payment will be applied to any collocation job in which the feasibility study is provided or the collocation installation is completed later than the scheduled date. The calculation of the payment amount will be performed by applying the per day payment amounts as specified in Table 3. Thus, for days 1 through 10, the payment is \$150 per day. For days 11 through 20, the payment is \$300 per day and so on.

TABLE 3: TIER-1 COLLOCATION PAYMENTS TO CLECS

Days Late	Completion Date	Feasibility Study
1 to 10 days	\$150/day	\$45/day
11 to 20 days	\$300/day	\$90/day
21 to 30 days	\$450/day	\$135/day
31 to 40 days	\$600/day	\$180/day
More than 40 days	\$1,000/day	\$300/day

6.4 A minimum payment calculation shall be performed at the end of each year for each CLEC with annual order volumes of no more than 1,200. The payment shall be calculated by multiplying \$2,000 by the number of months in which at least one payment was made to the CLEC. To the extent that the actual CLEC payment for the year is less than the product of the preceding calculation, Qwest shall make an additional payment equal to the difference.

**7.0 Tier 2 Payments to the State**

7.1 Payments to the State shall be limited to the performance measurements designated in section 7.4 for Tier 2 per measurement payments and in Attachment 1 for per occurrence payments and which have at least 10 data points each month for the period payments are being calculated. Similar to the Tier 1 structure, Tier 2 measurements are categorized as High, Medium, and Low and the amount of payments for non-conformance varies according to this categorization.

7.2 Determination of Non-Conforming Measurements: The determination of non-conformance will be based upon the aggregate of all CLEC data for each Tier 2 performance measurement. Non-conforming service is defined in section 4.2 (for parity measurements) and 4.3 (for benchmark measurements), except that a 1.645 critical z-value shall be used for all parity measurements but MR-2 and OP-2. The critical z-value is the statistical standard that determines for each performance measurement whether Qwest has met parity.

7.3 Determination of the Amount of Payment: Except as provided in section 7.4, Tier 2 payments are calculated and paid monthly based on the number of performance measurements failing performance standards for a third month in any twelve month period for Tier 2 measurements with Tier 1 counterparts and for a second month in any twelve month period for Tier 2 measurements that do not have Tier 1 counterparts. Payment will be made on either a per occurrence or per measurement basis, whichever is applicable to the performance measurement, using the dollar amounts specified in Table 4 or Table 5 below. Except as

provided in section 7.4, the dollar amounts vary depending upon whether the performance measurement is designated High, Medium, or Low.

7.3.1 For those Tier 2 measurements listed on Attachment 2 as “Performance Measurements Subject to Per Measurement Caps,” payment to the State in a single month shall not exceed the amount listed in Table 4 for the “Per Measurement” category.

**TABLE 4: TIER-2 PAYMENTS TO STATE FUNDS**

Per Occurrence

Measurement Group	
High	\$500
Medium	\$300
Low	\$200

Per Measurement/Cap

Measurement Group	
High	\$75,000
Medium	\$30,000
Low	\$20,000

7.4 **Performance Measurements Subject to Per Measurement Payment:** The following Tier 2 performance measurements shall have their performance results measured on a region-wide (14 state) basis. Failure to meet the performance standard, therefore, will result in a per measurement payment in each of the Qwest in-region 14 states adopting this PAP. The performance measurements are:

- GA-1: Gateway Availability - IMA-GUI
- GA-2: Gateway Availability - IMA-EDI
- GA-3: Gateway Availability - EB-TA
- GA-4: System Availability - EXACT
- GA-6: Gateway Availability - GUI-Repair
- PO-1: Pre-Order/Order Response Times
- OP-2: Call Answered within Twenty Seconds – Interconnect Provisioning Center
- MR-2: Calls Answered within Twenty Seconds – Interconnect Repair Center

GA-1 has three sub-measurements: GA-1A, GA-1B, and GA-1C. PO-1 shall have two sub-measurements: PO-1A and PO-1B. PO-1A and PO-1B shall have their transaction types aggregated together.

For these measurements, Qwest will make a Tier 2 payment based upon monthly performance results according to Table 5: Tier 2 Per Measurement Payments to State Funds.

**TABLE 5: TIER-2 PER MEASUREMENT PAYMENTS TO STATE FUNDS**

Measurement	Performance	State Payment	14 State Payment
<b>GA-1,2,3,4,6</b>	1% or lower	\$1,000	\$14,000
	>1% to 3%	\$10,000	\$140,000
	>3% to 5%	\$20,000	\$280,000
	>5%	\$30,000	\$420,000

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 North Dakota Performance Assurance Plan Amendment

PO-1	2 sec. Or less	\$1,000	\$14,000
	>2 sec. to 5 sec.	\$5,000	\$70,000
	>5 sec. to 10 sec.	\$10,000	\$140,000
	>10 sec.	\$15,000	\$210,000
OP-2/MR-2	1% or lower	\$1,000	\$14,000
	>1% to 3%	\$5,000	\$70,000
	>3% to 5%	\$10,000	\$140,000
	>5%	\$15,000	\$210,000

7.5 Payment of Tier 2 Funds: Payments to a state fund shall be used for any purpose determined by the Commission that is allowed to it by state law. Until such time as the North Dakota Legislature determines the uses by the Commission of Tier 2 funds, Tier 2 payments shall be made to the ND Performance Assurance Fund as set forth in QPAP Section 11.3 and its subsections. Upon the effective date of legislation, the receipt and administration of Tier 2 funds shall be as directed by the North Dakota Legislature.

**8.0 Step by Step Calculation of Monthly Tier 1 Payments to CLEC**

8.1 Application of the Critical Z-Values: Qwest shall identify the Tier 1 parity performance measurements that measure the service provided to CLEC by Qwest for the month in question and the critical z-value from Table 1 in section 5.0 that shall be used for purposes of statistical testing for each particular performance measurement. The statistical testing procedures described in section 4.0 shall be applied. For the purpose of determining the critical z-values, each disaggregated category of a performance measurement is treated as a separate sub-measurement. The critical z-value to be applied is determined by the CLEC volume at each level of disaggregation or sub-measurement.

8.2 Performance Measurements for which Tier 1 Payment is Per Occurrence:

8.2.1 Performance Measurements that are Averages or Means:

8.2.1.1 Step 1: For each performance measurement, the average or the mean that would yield the critical z-value shall be calculated. The same denominator as the one used in calculating the z-statistic for the measurement shall be used. (For benchmark measurements, the benchmark value shall be used.)

8.2.1.2 Step 2: The percentage differences between the actual averages and the calculated averages shall be calculated. The calculation is  $\% \text{ diff} = (\text{CLEC result} - \text{Calculated Value}) / \text{Calculated Value}$ . The percent difference shall be capped at a maximum of 100%. In all calculations of percent differences in sections 8.0 and 9.0, the calculated percent differences is capped at 100%.

8.2.1.3 Step 3: For each performance measurement, the total number of data points shall be multiplied by the percentage calculated in the previous step and the per occurrence dollar

amounts from the Tier 1 Payment Table shall determine the payment to the CLEC for each non-conforming performance measurement.

8.2.2 Performance Measurements that are Percentages:

8.2.2.1 Step 1: For each performance measurement, the percentage that would yield the critical z-value shall be calculated. The same denominator as the one used in calculating the z- statistic for the measurement shall be used. (For benchmark measurements, the benchmark value shall be used.)

8.2.2.2 Step 2: The difference between the actual percentages for the CLEC and the calculated percentages shall be determined.

8.2.2.3 Step 3: For each performance measurement, the total number of data points shall be multiplied by the difference in percentage calculated in the previous step, and the per occurrence dollar amount taken from the Tier 1 Payment Table, to determine the payment to the CLEC for each non-conforming performance measurement.

8.2.3 Performance Measurements that are Ratios or Proportions:

8.2.3.1 Step 1: For each performance measurement the ratio that would yield the critical z-value shall be calculated. The same denominator as the one used in calculating the z-statistic for the measurement shall be used. (For benchmark measurements, the benchmark value shall be used.)

8.2.3.2 Step 2: The absolute difference between the actual rate for the CLEC and the calculated rate shall be determined.

8.2.3.3 Step 3: For each performance measurement, the total number of data points shall be multiplied by the difference calculated in the previous step, and the per occurrence dollar amount taken from the Tier 1 Payment Table, to determine the payment to the CLEC for each non-conforming performance measurement.

8.3 Performance Measurements for which Tier 1 Payment is Per Measure:

8.3.1 For each performance measurement where Qwest fails to meet the standard, the payment to the CLEC shall be the dollar amount shown on the "per measure" portion of Table 2: Tier 1 Payments to CLEC.

9.0 Step by Step Calculation of Monthly Tier 2 Payments to State Funds

9.1.1 Application of the Critical Z-Value: Qwest shall identify the Tier 2 parity performance measurements that measure the service provided by Qwest to all CLECs for the month in question. The statistical testing procedures described in section 4.0 shall be applied, except that a 1.645 critical z-value shall be used for all parity measurements but MR-2 and OP-2.

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9.1.2 Tier 2 payments for performance measurements listed on Attachment 1 shall be made in the current month when 1) for Tier 2 measurements that have Tier 1 counterparts it is determined that Qwest missed the performance standard for a third month in any twelve-month period or 2) for Tier 2 measurements that do not have Tier 1 counterparts it is determined that Qwest missed the performance standard for a second month during any twelve-month period.

9.2 Performance Measurements for which Tier 2 Payment is Per Occurrence:

9.2.1 Performance Measurements that are Averages or Means:

9.2.1.1 Step 1: The monthly average or the mean for each performance measurement that would yield the critical z-value for each month shall be calculated. The same denominator as the one used in calculating the z-statistic for the measurement shall be used. (For benchmark measurements, the benchmark value shall be used.)

9.2.2.2 Step 2: The percentage difference between the actual averages and the calculated averages for each month shall be calculated. The calculation for parity measurements is  $\% \text{ diff} = (\text{actual average} - \text{calculated average}) / \text{calculated average}$ . The percent difference shall be capped at a maximum of 100%. In all calculations of percent differences in section 8.0 and section 9.0, the calculated percent difference is capped at 100%.

9.2.2.3 Step 3: For each performance measurement, the total number of data points each month shall be multiplied by the percentage calculated in the previous step. The average for three months (rounded to the nearest integer) shall be calculated and multiplied by the result of the per occurrence dollar amount taken from the Tier 2 Payment Table to determine the payment to the State for each non-conforming performance measurement.

9.3 Performance Measurements that are Percentages:

9.3.1 Step 1: For each performance measurement, the monthly percentage that would yield the critical z-value for each month shall be calculated. The same denominator as the one used in calculating the z-statistic for the measurement shall be used. (For benchmark measurements, the benchmark value shall be used.)

9.3.1.2 Step 2: The difference between the actual percentages and the calculated percentages for each of the three non-conforming months shall be calculated. The calculation for parity measurement is  $\text{diff} = (\text{CLEC result} - \text{calculated percentage})$ . This formula shall be applicable where a high value is indicative of poor performance. The formula shall be reversed where high performance is indicative of good performance.

9.3.1.3 Step 3: For each performance measurement, the total number of data points for the non-conforming month shall be multiplied by the difference in percentage calculated in the previous step and multiplied by the result of the per occurrence dollar amounts taken from the Tier 2 Payment Table to determine the payment to the State.

9.4 Performance Measurements that are Ratios or Proportions:

9.4.1 Step 1: For each performance measurement, the ratio that would yield the critical z-value for each month shall be calculated. The same denominator as the one used in calculating the z-statistic for the measurement shall be used. (For benchmark measurements, the benchmark value shall be used.)

9.4.1.1 Step 2: The difference between the actual rate for the CLEC and the calculated rate for each month of the non-conforming three-month period shall be calculated. The calculation is:  $\text{diff} = (\text{CLEC rate} - \text{calculated rate})$ . This formula shall apply where a high value is indicative of poor performance. The formula shall be reversed where high performance is indicative of good performance.

9.4.1.2 Step 3: For each performance measurement, the total number of data points shall be multiplied by the difference calculated in the previous step for each month. The average for three months shall be calculated (rounded to the nearest integer) and multiplied by the result of the per occurrence dollar amounts taken from the Tier 2 Payment Table to determine the payment to the State.

9.5 Performance Measurements for which Tier 2 Payment is Per Measure:

9.5.1 For each performance measurement where Qwest fails to meet the standard, the payment to the State Fund shall be the dollar amount shown on the "per measure" portion of the Tier 2 Payment Table.

**10.0 Low Volume, Developing Markets**

10.1 For certain qualifying performance standards, if the aggregate monthly volumes of CLECs participating in the PAP are more than 10, but less than 100, Qwest will make Tier 1 payments to CLECs for failure to meet the parity or benchmark standard for the qualifying performance sub-measurements. The qualifying sub-measurements are the UNE-P (POTS), megabit resale, and ADSL qualified loop product disaggregation of OP-3, OP-4, OP-5, MR-3, MR-5, MR-7, and MR-8. If the aggregate monthly CLEC volume is greater than 100, the provisions of this section shall not apply to the qualifying performance sub-measurement.

10.2 The determination of whether Qwest has met the parity or benchmark standards will be made using aggregate volumes of CLECs participating in the PAP. In the event Qwest does not meet the applicable performance standards, a total payment to affected CLECs will be determined in accordance with the high, medium, low designation for each performance measurement (see Attachment 1) and as described in section 8.0, except that CLEC aggregate volumes will be used. In the event the calculated total payment amount to CLECs is less than \$5,000, a minimum payment of \$5,000 shall be made. The resulting total payment amount to CLECs will be apportioned to the affected CLECs based upon each CLEC's relative share of the number of total service misses.

10.3 At the six (6)-month reviews, Qwest will consider adding to the above list of qualifying performance sub-measurements, new products disaggregation representing new modes of CLEC entry into developing markets.

## **11.0 Payment**

11.1 Payments to CLEC, the State, or the Special Fund shall be made one month following the due date of the performance measurement report for the month for which payment is being made. Qwest will pay interest on any late payment and underpayment at the prime rate as reported in the Wall Street Journal. On any overpayment, Qwest is allowed to offset future payments by the amount of the overpayment plus interest at the prime rate.

11.2 Payment to CLEC shall be made via bill credits. Bill credits shall be identified on a summary format substantially similar to that distributed as a prototype to the CLECs and the Commissions. To the extent that a monthly payment owed to CLEC under this PAP exceeds the amount owed to Qwest by CLEC on a monthly bill, Qwest will issue a check or wire transfer to CLEC in the amount of the overage. Payment to the State shall be made via check or wire transfer.

11.3 A ND Performance Assurance Fund shall be created for the purpose of receiving Tier 2 payments. A ND CLEC Tier 1 Fund shall be created for the purpose of receiving Tier 1 payments made under section 11.3.1.

11.3.1 Qwest shall establish the ND Performance Assurance Fund and the ND CLEC Tier 1 Fund as interest bearing escrow accounts upon FCC section 271 approval of the PAP. Qwest shall withhold and deposit into ND CLEC Tier 1 Fund one-fifth of all Tier 1 payments to CLECs that exceed the month 1 payment amounts in Table 2. Qwest shall deposit all Tier 2 payments into the ND Performance Assurance Fund. The cost of the escrow accounts will be paid for from account funds.

11.3.2 All charges against the funds shall be presented to the Commission. Disbursements shall first be from the ND Performance Assurance fund and second from the ND CLEC Tier 1 Fund. Not less than every two years, ND CLEC Tier 1 Fund amounts that are not used to meet continuing obligations shall be returned on a pro rata basis to CLECs.

11.3.3 Qwest shall advance, upon request, sufficient funds to any consolidated multistate Special Fund established by participating states, set up for the purpose of a regional audit as specified in sections 15.1-15.4, not to exceed \$200,000 (or \$500,000 in the event 6 or more states participate in the regional audit) in order to meet initial claims against that fund to the extent that contributions from Tier 1 and/or Tier 2 payments directed to the fund by the participating states are insufficient. Qwest shall be allowed to recover any such advances plus interest from the fund at the rate that such an escrow account would have earned from future Tier 2 payments.

## 12.0 Cap on Tier 1 and Tier 2 Payments

12.1 There shall be an annual cap on the total payments made by Qwest beginning with the effective date of the PAP for the State of North Dakota. The annual cap, beginning with the effective date of the PAP for the State of North Dakota, shall be 36% of the 1999 ARMIS Net Return (which is \$13,000,000). Subsequent annual caps determined pursuant to section 12.2 and its subsections are expressed as a percent and are applied to Qwest's most recently reported ARMIS Net Return to determine the dollar amount of the annual cap. CLEC agrees that this amount constitutes a maximum annual cap that shall apply to the aggregate total of any Tier-1 liquidated damages (including any such damages paid pursuant to this Agreement or voluntary payments made by Qwest pursuant to any North Dakota interconnection agreement with a performance remedy plan) and Tier-2 Assessments or voluntary payments made by Qwest pursuant to any North Dakota interconnection agreement with a performance remedy plan.

12.2 The 36% annual cap may increase to 44% of ARMIS Net Return as follows:

12.2.1 An increase in the "existing annual cap" of 4 percentage points at any one time (i.e. first to 40 percent then to 44 percent) shall occur in cases where the cap would have been exceeded for any consecutive period of 24 months by that same 4 percent or more. Qwest may file a petition with the NDPSA seeking relief for payments exceeding the existing annual cap. Qwest will not be required to make payments in excess of the existing annual cap pending the outcome of the proceeding before the Commission. Qwest shall have the burden of establishing that it could not have remained below the existing annual cap through use of reasonable and prudent effort. If the Commission determines that Qwest should make payments in excess of the existing annual cap, Qwest shall make any and all payments that were suspended with interest.

12.2.2 A decrease in the existing annual cap of a maximum of 4 percentage points at any one time shall occur upon order by the Commission that it is appropriate to do so after performance for any consecutive period of 24 months which produces calculations of total payment responsibility that is 8 or more percentage points (i.e., 26 percent or less) below the cap amount for that period, provided that:

- a. the Commission shall determine that the preponderance of the Qwest evidence shows the performance results underlying those payment calculations results from an adequate Qwest commitment to meeting its responsibilities to provide adequate wholesale service and to keeping open its local markets, and
- b. the Commission shall have made that determination after providing all interested parties an opportunity to be heard.

12.2.3 The provisions of 12.2.1 and 12.2.2 shall be applicable to the next 24 month period commencing at the completion of the first, provided that the maximum annual cap shall be 44 percent; the minimum annual cap shall be 36 percent.

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12.3 If the annual cap is reached, each CLEC shall, as of the end of the year, be entitled to receive the same percentage of its total calculated Tier 1 payments. In order to preserve the operation of the annual cap, the percentage equalization shall take place as follows:

12.3.1 The amount by which any month's total year-to-date Tier 1 and Tier 2 payments exceeds the sum of the year-to-date monthly caps (a month's cap is defined as 1/12<sup>th</sup> of the annual cap in effect during that month) shall be calculated and apportioned between Tier 1 and Tier 2 according to the percentage that each bore of total payments for the year-to-date. The Tier 1 apportionment resulting of this calculation shall be known as the "Tracking Account."

12.3.2 The Tier 1 apportionment shall be debited against the monthly payment due to each CLEC, by applying to the year-to-date payments received by each the percentage necessary to generate the required total Tier 1 amount.

12.3.3 The Tracking Amount shall be apportioned among all CLECs so as to provide each with payments equal in percentage of its total year to date Tier 1 payment calculations.

12.3.4 This calculation shall take place in the first month that the year-to-date total Tier 1 and Tier 2 payments are expected to exceed the cumulative monthly cap and for each month of that year thereafter. Qwest shall recover any debited amounts by reducing payments due to any CLEC for that month and any succeeding months, as necessary.

### **13.0 Limitations**

13.1 The PAP shall not become available in the State unless and until Qwest receives effective section 271 authority from the FCC for that State.

13.2 Qwest will not be liable for Tier 1 payments to CLEC in an FCC approved state until the Commission has approved an interconnection agreement between CLEC and Qwest which adopts the provisions of this PAP.

13.3 Qwest shall not be obligated to make Tier 1 or Tier 2 payments for any measurement if and to the extent that non-conformance for that measurement was the result of any of the following: 1) with respect to performance measurements with a benchmark standard, a Force Majeure event as defined in Attachment 3. Qwest will provide notice of the occurrence of a Force Majeure event within 72 hours of the time Qwest learns of the event or within a reasonable time frame that Qwest should have learned of it; 2) an act or omission by a CLEC that is contrary to any of its obligations under its interconnection agreement with Qwest or under federal or state law; an act or omission by CLEC that is in bad faith. Examples of bad faith conduct include, but are not limited to: unreasonably holding service orders and/or applications, "dumping" orders or applications in unreasonably large batches, "dumping" orders or applications at or near the close of a business day, on a Friday evening or prior to a holiday, and failing to provide timely forecasts to Qwest for services or facilities when such forecasts are explicitly required by the Interconnection Agreement; 3) problems associated

with third-party systems or equipment, which could not have been avoided by Qwest in the exercise of reasonable diligence, *provided, however*, that this third party exclusion will not be raised in the State more than three times within a calendar year. If a Force Majeure event or other excusing event recognized in this section merely suspends Qwest's ability to timely perform an activity subject to a performance measurement that is an interval measure, the applicable time frame in which Qwest's compliance with the parity or benchmark criterion is measured will be extended on an hour-for-hour or day-for-day basis, as applicable, equal to the duration of the excusing event.

13.3.1 Qwest will not be excused from Tier 1 or Tier 2 payments for any reason except as described in Section 13.0. Qwest will have the burden of demonstrating that its non-conformance with the performance measurement was excused on one of the grounds described in this PAP. A party may petition the Commission to require Qwest to deposit disputed payments into an escrow account when the requesting party can show cause, such as grounds provided in the Uniform Commercial Code for cases of commercial uncertainty.

13.3.2 Notwithstanding any other provision of this PAP, it shall not excuse performance that Qwest could reasonably have been expected to deliver assuming that it had designed, implemented, staffed, provisioned, and otherwise provided for resources reasonably required to meet foreseeable volumes and patterns of demands upon its resources by CLECs.

13.4 Qwest's agreement to implement these enforcement terms, and specifically its agreement to pay any "liquidated damages" or "assessments" hereunder, will not be considered as an admission against interest or an admission of liability in any legal, regulatory, or other proceeding relating in whole or in part to the same performance.

13.4.1 CLEC may not use: 1) the existence of this enforcement plan; or 2) Qwest's payment of Tier -1 "liquidated damages" or Tier 2 "assessments" as evidence that Qwest has discriminated in the provision of any facilities or services under Sections 251 or 252, or has violated any state or federal law or regulation. Qwest's conduct underlying its performance measures, however are not made inadmissible by its terms.

13.4.2 By accepting this performance remedy plan, CLEC agrees that Qwest's performance with respect to this remedy plan may not be used as an admission of liability or culpability for a violation of any state or federal law or regulation. (Nothing herein is intended to preclude Qwest from introducing evidence of any Tier 1 "liquidated damages" under these provisions for the purpose of offsetting the payment against any other damages or payments a CLEC might recover.) The terms of this paragraph do not apply to any proceeding before the Commission or the FCC to determine whether Qwest has met or continues to meet the requirements of section 271 of the Act.

13.5 By incorporating these liquidated damages terms into the PAP, Qwest and CLEC accepting this PAP agree that proof of damages from any non-conforming performance measurement would be difficult to ascertain and, therefore, liquidated damages are a reasonable approximation of any contractual damages that may result from a non-conforming performance measurement. Qwest and CLEC further agree that Tier 1 payments made

pursuant to this PAP are not intended to be a penalty. The application of the assessments and damages provided for herein is not intended to foreclose other noncontractual legal and non-contractual regulatory claims and remedies that may be available to a CLEC.

13.6 This PAP contains a comprehensive set of performance measurements, statistical methodologies, and payment mechanisms that are designed to function together, and only together, as an integrated whole. To elect the PAP, CLEC must adopt the PAP in its entirety in its interconnection agreement with Qwest in lieu of other alternative standards or relief for the same wholesale services governed by the QPAP. Where alternative standards or remedies for Qwest wholesale services governed by the QPAP are available under rules, orders, or contracts, including interconnection agreements, CLEC will be limited to either PAP standards and remedies or the standards and remedies available under rules, orders, or contracts and CLECs choice of remedies shall be specified in its interconnection agreement.

13.7 Any liquidated damages payment by Qwest under these provisions is not hereby made inadmissible in any proceeding related to the same conduct where Qwest seeks to offset the payments against any other damages a CLEC may recover; whether or not the nature of the damages sought by the CLEC is such that an offset is appropriate will be determined in the relevant proceeding.

13.8 Qwest shall not be liable for both Tier 2 payments under the PAP and assessments, sanctions, or other payments for the same underlying activity or omission pursuant to any Commission order or service quality rules.

13.9 Whenever a Qwest Tier 1 payment to an individual CLEC exceeds \$3 million in a month, Qwest may commence a proceeding to demonstrate why it should not be required to pay any amount in excess of the \$3 million. Upon timely commencement of the proceeding, Qwest must pay the balance of payments owed in excess of \$3 million into escrow, to be held by a third-party pending the outcome of the proceeding. To invoke these escrow provisions, Qwest must file, not later than the due date of the Tier 1 payments, its application. Qwest will have the burden of proof to demonstrate why, under the circumstances, it would be unjust to require it to make the payments in excess of \$3 million. If Qwest reports non-conforming performance to CLEC for three consecutive months on 20% or more of the measurements reported to CLEC and has incurred no more than \$1 million in liability to CLEC, then CLEC may commence a similar proceeding. In any such proceeding CLEC will have the burden of proof to demonstrate why, under the circumstances, justice requires Qwest to make payments in excess of the amount calculated pursuant to the terms of the PAP. The disputes identified in this section shall be resolved in a manner specified in Attachment 4, the Dispute Resolution of this Amendment.

13.10 Qwest will not attempt to recover in intrastate rates payments made under the QPAP.

#### **14.0 Reporting**

14.1 Upon receiving effective section 271 authority from the FCC for a state, Qwest will provide CLEC that has an approved interconnection agreement with Qwest, a monthly report

of Qwest's performance for the measurements identified in the PAP by the last day of the month following the month for which performance results are being reported. However, Qwest shall have a grace period of five business days, so that Qwest shall not be deemed out of compliance with its reporting obligations before the expiration of the five business day grace period. Qwest will collect, analyze, and report performance data for the measurements listed on Attachment 1 in accordance with the most recent version of the PIDs. Upon CLEC's request, data files of the CLEC's raw data, or any subset thereof, will be transmitted, without charge, to CLEC in a mutually acceptable format, protocol, and transmission medium.

14.2 Qwest will also provide the Commission a monthly report of aggregate CLEC performance results pursuant to the PAP by the last day of the month following the month for which performance results are being reported. However, Qwest shall have a grace period of five business days, so that Qwest shall not be deemed out of compliance with its reporting obligations before the expiration of the five business day grace period. Individual CLEC reports of participating CLECs will also be available to the Commission upon request. By accepting this PAP, CLEC consents to Qwest providing CLEC's report and raw data to the State Commission. Pursuant to the terms of an order of the Commission, Qwest may provide CLEC-specific data that relates to the PAP, provided that Qwest shall first initiate any procedures necessary to protect the confidentiality and to prevent the public release of the information pending any applicable Commission procedures and further provided that Qwest provides such notice as the Commission directs to the CLEC involved, in order to allow it to prosecute such procedures to their completion. Data files of participating CLEC raw data, or any subset thereof, will be transmitted, without charge, to the Commission in a mutually acceptable format, protocol, and transmission form.

14.3 In the event Qwest does not provide CLEC and the Commission with a monthly report by the last day of the month following the month for which performance results are being reported, Qwest will pay to the State a total of \$500 for each business day for which performance reports are 6 to 10 business days past the due date; \$1,000 for each business day for which performance reports are 11 to 15 business days past the due date; and \$2,000 for each business day for which performance results are more than 15 business days past the due date. If reports are on time but are missing performance results, Qwest will pay to the State a total of one-fifth of the late report amount for each missing performance measurement, subject to a cap of the full late report amount. These amounts represent the total payments for omitting performance measurements or missing any report deadlines, rather than a payment per report. Prior to the date of a payment for late reports, Qwest may file a request for a waiver of the payment, which states the reasons for the waiver. The Commission may grant the waiver, deny the waiver, or provide any other relief that may be appropriate.

14.4 To the extent that Qwest recalculates payments made under this PAP, such recalculation shall be limited to the preceding three years (measured from the later of the provision of a monthly credit statement or payment due date). Qwest shall retain sufficient records to demonstrate fully the basis for its calculations for long enough to meet this potential recalculation obligation. CLEC verification or recalculation efforts should be made reasonably contemporaneously with Qwest measurements. In any event, Qwest shall maintain the records in a readily useable format for one year. For the remaining two years,

the records may be retained in archived format. Any payment adjustments shall be subject to the interest rate provisions of section 11.1.

## **15.0 Integrated Audit Program/Investigations of Performance Results**

15.1 Audits of the PAP shall be conducted in a two-year cycle under the auspices of the Commission in accordance with a detailed audit plan developed by an independent auditor retained for a two-year period. The Commission shall select the independent auditor with input from Qwest and CLECs.

15.1.1 [This section intentionally left blank.]

15.1.2 The initial audit plan shall be conducted over two years, with audit periods subsequent to the initial audit to be determined by the Commission. The Commission will determine the scope of and procedure for the audit plan, which, at a minimum, will identify the specific performance measurements to be audited, the specific tests to be conducted, and the entity to conduct them. The initial audit plan will give priority to auditing the higher risk areas identified in the OSS report. The two-year cycle will examine risks likely to exist across that period and the past history of testing, in order to determine what combination of high and more moderate areas of risk should be examined during the two-year cycle. The first year of a two-year cycle will concentrate on areas most likely to require follow-up in the second year.

15.1.3 The Commission will attempt to coordinate its audit plan with other audit plans that may be conducted by other state commissions so as to avoid duplication. The audit shall be conducted so as not to impede Qwest's ability to comply with the other provisions of the PAP and should be of a nature and scope that it can be conducted with the reasonable course of Qwest's business operations.

15.1.4 Any dispute arising out of the audit plan, the conduct of the audit, or audit results shall be resolved by the Commission

15.2 Qwest shall carefully document any and all changes that Qwest makes to the Performance Measurement and Reporting System. This change log shall be displayed on a public website dedicated to the QPAP. The Performance Measurement and Reporting System is defined to include at least: elements of Qwest's Regulatory Reporting System that constitute the data collection programs (i.e., the software code used by Qwest to determine which data fields are used and how they are used), the underlying data extracted by the data collection programs and data reference tables (e.g., USOC tables, wire center tables, etc., used in the calculation of measurements), the data staging programs (programming code used to organize and consolidate the data), the calculation programming (the code used to implement the formula defined for a measurement), and the report generation programs (including the report format and report file creation). This change log shall contain, at a minimum, a detailed description of the change (in plain English); the effects of the change, the reason for the change, the dates of notification and of implementation, and whether the change received Commission approval. Qwest shall also record if the change is fundamental or non-fundamental (see Sections 15.2.1 and 15.2.2).

15.2.1 Qwest shall be allowed to change the Performance Measurement and Reporting System as defined in Section 15.2 in ways that are non-fundamental (i.e. system changes for which the relevant performance data can be replicated under the old approach) without preapproval, but shall promptly record these changes on the change log. Omitted or inaccurate changes to the change log shall result in Qwest being required to pay a \$250 fine, plus interest at the prime rate as reported in the Wall Street Journal accrued from the time the change took effect. The payment shall go to the Tier 2 ND Performance Assurance Fund and does not count against the annual cap described in QPAP Section 12.

15.2.2 Before making any changes to the Performance Measurement and Reporting System in a manner whereby the relevant data cannot be reconstructed under the prior approach (i.e., a fundamental change to its measurement system), Qwest shall record the proposed change to the change log and notify the Commission staff and the Auditor retained for the purpose of auditing performance measurements under this QPAP to request an evaluation of the proposed change. The Commission staff or the Auditor will evaluate the impact of the proposed change and report, in writing, the results of that evaluation to the Commission and Qwest. Qwest shall immediately post this report on the public QPAP website. Upon receiving the report of the impact evaluation from the Commission staff or the Auditor, the Commission shall have 15 days to take action to prevent Qwest from making such a change and to decide on a process for resolving the issue. During the first seven-day period following the filing and recording of the Commission staff or Auditor's report, interested parties may file comments on the proposed change and the report. If the Commission takes no action on the issue during the 15-day period, Qwest shall be free to make the proposed change.

15.2.3 If Qwest makes a fundamental change pursuant to Section 15.2.2 without obtaining approval, it shall be liable for \$10,000 payable to the ND Performance Assurance Fund. If Qwest cannot reproduce reliable performance data, the Commission shall determine what payments are due based upon the data collected by the affected CLECs plus interest at the prime rate as reported in the Wall Street Journal accrued from the time the change took effect.

15.3 In the event of a disagreement between Qwest and CLEC as to any issue regarding the accuracy or integrity of data collected, generated, and reported pursuant to the PAP, Qwest and the CLEC shall first consult with one another and attempt in good faith to resolve the issue. If an issue is not resolved within 45 days after a request for consultation, CLEC and Qwest may, upon a demonstration of good cause, (e.g., evidence of material errors or discrepancies) request an independent audit to be conducted, at the initiating party's expense. The independent auditor will assess the need for an audit based upon whether there exists a material deficiency in the data or whether there exists an issue not otherwise addressed by the audit plan for the current cycle. The Commission will resolve any dispute by any party questioning the independent auditor's decision to conduct or not conduct a CLEC request audit and the audit findings, should such an audit be conducted. An audit may not proceed until dispute resolution is completed. Audit findings will include: (a) general applicability of findings and conclusions (i.e., relevance to CLECs or jurisdictions other than the ones causing test initiation), (b) magnitude of any payment adjustments required and, (c) whether cost responsibility should be shifted based upon the materiality and clarity of any Qwest non-

conformance with measurement requirements (no pre-determined variance is appropriate, but should be based on the auditor's professional judgment). CLEC may not request an audit of data more than three years from the later of the provision of a monthly credit statement or payment due date.

15.4 Expenses for the audit of the PAP and any other related expenses, except that which may be assigned under section 15.3, shall be paid first from the Tier 2 funds. If Tier 2 funds are not sufficient to cover audit costs, the Commission will develop an additional funding method which may include contributions from CLEC's Tier 1 payment.

15.5 Qwest will investigate any second consecutive Tier 2 miss to determine the cause of the miss and to identify the action needed in order to meet the standard set forth in the performance measurements. To the extent an investigation determines that a CLEC was responsible in whole or in part for the Tier 2 misses, Qwest shall receive credit against future Tier 2 payments in an amount equal to the Tier 2 payments that should not have been made. The relevant portion of subsequent Tier 2 payments will not be owed until any responsible CLEC problems are corrected. For the purposes of this sub-section, Tier 1 performance measurements that have not been designated as Tier 2 will be aggregated and the aggregate results will be investigated pursuant to the terms of this Agreement.

## **16.0 Reviews**

16.1 Every six (6) months, beginning six months after the effective date of the first Section 271 approval by the FCC of one of the states that participated in the multi-state QPAP review proceeding, Qwest, CLECs, and the Commission shall review the performance measurements in the QPAP to determine whether measurements should be added, deleted, or modified; whether the applicable benchmark standards should be modified or replaced by parity standards; and whether to move a classification of a measurement to High, Medium, or Low or Tier 1 to Tier 2. The criterion for reclassification of a measurement shall be whether the actual volume of data points was less or greater than anticipated. Criteria for review of performance measurements, other than for possible reclassification, shall be whether there exists an omission or failure to capture intended performance, and whether there is duplication of another measurement. Any disputes regarding adding, deleting, or modifying performance measurements shall be resolved by the Commission. The NDPSC retains the right to add topics and criteria to the six-month review, retains the ability to order changes if the QPAP is not in the public interest, and retains the ability to hear any disputes regarding the six-month review. The Commission may conduct joint reviews with other states. Any changes at the six-month review pursuant to this section shall apply to and modify this agreement between Qwest and CLEC.

16.1.1 To limit the potential for increased liability due to changes in the PAP, Qwest shall be allowed to limit its liability for changes made pursuant to the six-month review. Accordingly, Qwest shall calculate, separately, payments owed under the PAP that do not include changes made at the six month review (baseline PAP), as well as payments owed under a PAP revised to reflect changes made at the six month review (revised PAP). If payments calculated under the revised PAP are more than 110% of payments calculated under the baseline PAP, Qwest

shall limit payments for the changed measurements to the affected LECs and to the Special Fund to a 10% increase (10% collar) above the total baseline PAP payment liability. At any six-month review, if the total payment liability for the revised PAP is below 110% of the total payment liability for the baseline PAP for the preceding six-month period, the revised PAP shall become the baseline PAP for the next six-month period, otherwise, the same baseline PAP shall remain in effect for the next six month period.

16.2 Two years after the effective date of the first Section 271 approval by the FCC of one of the states that participated in the multi-state QPAP review proceeding, the Commission may conduct a review by an independent third party to examine the continuing effectiveness of the PAP as a means of inducing compliant performance. This review shall not be used to open the PAP generally to amendment, but would serve to assist the Commission in determining existing conditions and reporting to the FCC on the continuing adequacy of the PAP to serve its intended functions. The Commission may conduct a joint review with other states.

16.3 Notwithstanding section 16.1, if any agreements on adding, modifying or deleting performance measurements as permitted by section 16.1 are reached between Qwest and CLECs participating in an industry Regional Oversight Committee (ROC) PID administration forum, those agreements shall be incorporated into the QPAP and modify the agreement between CLEC and Qwest at any time those agreements are submitted to and approved by the Commission, whether before or after a six-month review. Any changes made pursuant to this section shall be subject to and included in the calculation and application of the 10% payment collar identified in section 16.1.

16.4 Qwest will make the PAP available for CLEC interconnection agreements until such time as Qwest eliminates its Section 272 affiliate. At that time, the Commission and Qwest shall review the appropriateness of the PAP and whether its continuation is necessary. However, in the event Qwest exits the interLATA market, that State PAP shall be rescinded immediately.

### **17.0 Voluntary Performance Assurance Plan**

This PAP represents Qwest's voluntary offer to provide performance assurance. Nothing in the PAP or in any conclusion of non-conformance of Qwest's service performance with the standards defined in the PAP shall be construed to be, of itself, non-conformance with the Act.

### **18.0 Dispute Resolution**

For the purpose of resolving disputes over the meaning of the provisions of the PAP and how they should be applied, the dispute resolution provisions of Attachment 4 shall apply in lieu of the dispute resolution provisions in the interconnection agreement (i.e., the unique dispute resolution provisions of interconnection agreements should not apply).

Attachment 1  
North Dakota Performance Assurance Plan Amendment

**Attachment 1: Tier 1 and Tier 2 Performance Measurements Subject to Per Occurrence Payment**

Performance Measurement		Tier 1 Payments			Tier 2 Payments		
		Low	Med	High	Low	Med	High
<b>GATEWAY</b>							
Timely Outage Resolution	GA-7						X
<b>PRE-ORDER/ORDERS</b>							
LSR Rejection Notice Interval	PO-3 <sup>a</sup>	X					
Firm Order Confirmations On Time	<b>PO-5</b>	X				X	
Work Completion Notification Timeliness	PO-6 <sup>b</sup>	X					
Billing Completion Notification Timeliness	PO-7 <sup>b</sup>	X					
Jeopardy Notice Interval	PO-8	X					
Timely Jeopardy Notices	PO-9	X					
Release Notifications	PO-16						X
<b>ORDERING AND PROVISIONING</b>							
Installation Commitments Met	OP-3 <sup>c</sup>			X		X	
Installation Intervals	OP-4 <sup>d</sup>			X		X	
New Service Installation Quality	OP-5			X		X	
Delayed Days	OP-6 <sup>e</sup>			X		X	
Number Portability Timeliness	OP-8			X		X	
Coordinated Cuts On Time – Unbundled Loops	OP-13a			X		X	
LNP Disconnect Timeliness	OP-17			X		X	
<b>MAINTENANCE AND REPAIR</b>							
Out of Service Cleared within 24 hours	MR-3			X			
All Troubles Cleared within 4 hours	MR-5			X			
Mean time to Restore	MR-6a,b,c			X			
Repair Repeat Report Rate	MR-7			X		X	
Trouble Rate	MR-8			X		X	
LNP Trouble Reports Cleared within 24 Hours	MR-11			X		X	
LNP Trouble Reports—Mean Time to Restore	MR-12			X		X	
<b>BILLING</b>							
Time to Provide Recorded Usage Records	BI-1	X					X
Billing Accuracy-Adjustments for Errors	BI-3	X					
Billing Completeness	BI-4	X				X	
<b>NETWORK PERFORMANCE</b>							
Trunk Blocking	NI-1			X			X
NXX Code Activation	NP-1			X			X

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- a. PO-3 is limited to PO-3a-1, PO-3b-1, and PO-3c.
- b. PO-6 is included with PO-7 as two “families:” PO-6a/PO-7a and PO-6b/PO-7b. Measurements within each family share a single payment opportunity with only the measurements with the highest payment being paid.
- c.. OP-4 is included with OP-6 as five “families:” OP-4a/OP-6-1, OP-4b/OP-6-2, OP-4c/OP-6-3, OP-4d/OP-6-4, and OP-4e/OP-6-5. Measurements within each family share a single payment opportunity with only the measurement with the highest payment being paid.
- d. For purposes of the PAP, OP-6a and OP-6b will be combined and treated as one. The combined OP-6 breaks down to OP-6-1 (within MSA), OP-6-2 (outside MSA), OP-6-3 (no dispatch), OP-6-4 (zone 1), and OP-6-5 (zone 2).

Attachment 1  
North Dakota Performance Assurance Plan Amendment

**Attachment 2: Performance Measurements Subject to Per Measurement Caps**

Billing

Time to Provide Recorded Usage Records – BI-1 (Tier 1/Tier 2)

Billing Accuracy – Adjustments for Errors – BI-3 (Tier 1)

Billing Completeness – BI-4 (Tier 1/Tier 2)



**Service Performance Indicator Definitions (PID)**

**ROC 271 Working PID Version 4.1**

## **QWEST'S SERVICE PERFORMANCE INDICATOR DEFINITIONS (PID)**

### **ROC 271 Working PID Version 4.1**

#### **Introduction**

Qwest will report performance results for the service performance indicators defined herein. Qwest will report separate performance results associated with the services it provides to Competitive Local Exchange Carriers (CLECs) in aggregate (except as noted herein), to CLECs individually and, as applicable, to Qwest's retail customers in aggregate. Within these categories, performance results related to service provisioning and repair will be reported for the products listed in each definition. Reports for CLECs individually will be subject to agreements of confidentiality and/or nondisclosure.

**Qwest’s Service Performance Indicator Definitions**

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**Electronic Gateway Availability**

**GA-1 – Gateway Availability – IMA-GUI**

<b>Purpose:</b> Evaluates the quality of CLEC access to the IMA-GUI electronic gateway and two associated systems, focusing on the extent they are actually available to CLECs.	
<b>Description:</b> GA-1A: Measures the availability of the IMA (Interconnect Mediated Access- graphical user interface), and reports the percentage of Scheduled Availability Time the IMA interface is available for view and/or input. <ul style="list-style-type: none"> <li>Scheduled Up Time hours for preorder, order, and provisioning transactions are based on the currently published hours of availability found on the following website:  <a href="http://www.qwest.com/wholesale/cmp/ossHours.html">http://www.qwest.com/wholesale/cmp/ossHours.html</a>.</li> </ul> GA-1B: Measures the availability of the "Fetch-N-Stuff" system, which facilitates access for the IMA-GUI interface and the IMA-EDI interface (see GA-2), and reports the percentage of scheduled time the Fetch-N-Stuff system is available. Scheduled times will be no less than the same hours as listed for IMA and EDI. GA-1C: Measures the availability of the Data Arbiter system, which facilitates access for the IMA-GUI interface and the IMA-EDI interface (see GA-2), and reports the percentage of scheduled time the Data Arbiter system is available. Scheduled times will be no less than the same hours as listed for IMA and EDI. <ul style="list-style-type: none"> <li>Time Gateway is Available to CLECs is equal to Scheduled Availability Time minus Outage Time.</li> <li>Scheduled Availability Time is equal to Scheduled Up Time minus Scheduled Down Time.</li> <li>Scheduled Down Time is time identified and communicated that the interface is not available due to maintenance and/or upgrade work. Notification of Scheduled Down Time for routine maintenance and/or upgrade work will be provided no less than 48 hours in advance.</li> <li>An outage is a critical or serious loss of functionality, attributable to the specified gateway or component (i.e., IMA-GUI, Fetch-N-Stuff, or Data Arbiter), affecting Qwest's ability to serve its customers. An outage is determined by Qwest technicians through the use of verifiable data, collected from the affected customer(s) and/or from mechanized event management systems.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Percent
<b>Reporting Comparisons:</b> CLEC aggregate results	<b>Disaggregation Reporting:</b> Region-wide level. Results will be reported as follows: GA-1A IMA Graphical User Interface Gateway GA-1B "Fetch-N-Stuff" system GA-1C Data Arbiter system
<b>Formula:</b> $([\text{Number of Hours and Minutes Gateway is Available to CLECs During Reporting Period}] \div [\text{Number of Hours and Minutes of Scheduled Availability Time During Reporting Period}]) \times 100$	
<b>Exclusions:</b> None	
<b>Product Reporting:</b> None	<b>Standard:</b> 99.25 percent
<b>Availability:</b>  Available	<b>Notes:</b>

**GA-2 – Gateway Availability – IMA-EDI**

<b>Purpose:</b> Evaluates the quality of CLEC access to the EDI electronic gateway, focusing on the extent the gateway is actually available to CLECs.
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<b>Description:</b> Measures the availability of EDI (Electronic Data Interchange) interface and reports the percentage of scheduled availability time the EDI Interface is available for view and/or input. All times during which the interface is scheduled to be operating during the reporting period are measured.	
<ul style="list-style-type: none"> <li>Scheduled Up Time hours for EDI based on the currently published hours of availability found on the following website: <a href="http://www.qwest.com/wholesale/cmp/ossHours.html">http://www.qwest.com/wholesale/cmp/ossHours.html</a>. Time Gateway is Available to CLECs is equal to Scheduled Availability Time minus Outage Time.</li> <li>Scheduled Availability Time is equal to Scheduled Up Time minus Scheduled Down Time.</li> <li>Scheduled Down Time is time identified and communicated that the interface is not available due to maintenance and/or upgrade work. Notification of Scheduled Down Time for routine maintenance and/or upgrade work will be provided no less than 48 hours in advance.</li> <li>An outage is a critical or serious loss of functionality, attributable to the specified gateway or component (i.e., IMA-EDI), affecting Qwest's ability to serve its customers. An outage is determined by Qwest technicians through the use of verifiable data, collected from the affected customer(s) and/or from mechanized event management systems.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Percent
<b>Reporting Comparisons:</b> CLEC aggregate results	<b>Disaggregation Reporting:</b> Region-wide level. (See GA-1 for reporting of "Fetch-n-Stuff" and Data Arbiter systems availability.)
<b>Formula:</b> ([Number of Hours and Minutes Gateway is Available to CLECs During Reporting Period] ÷ [Number of Hours and Minutes of Scheduled Availability Time During Reporting Period] ) x 100	
<b>Exclusions:</b> None	
<b>Product Reporting:</b> None	<b>Standard:</b> 99.25 percent
<b>Availability:</b> Available	<b>Notes:</b>

**GA-3 – Gateway Availability – EB-TA**

<b>Purpose:</b> Evaluates the quality of CLEC access to the EB-TA interface, focusing on the extent the gateway is actually available to CLECs.	
<b>Description:</b> Measures the availability of EB-TA (Electronic Bonding – Trouble Administration) interface and reports the percentage of scheduled availability time the EB-TA Interface is available. <ul style="list-style-type: none"> <li>• Scheduled Up Time hours are based on the currently published hours of availability found on the following website: <a href="http://www.qwest.com/wholesale/cmp/ossHours.html">http://www.qwest.com/wholesale/cmp/ossHours.html</a>.</li> <li>• Time Gateway is Available to CLECs is equal to Scheduled Availability Time minus Outage Time.</li> <li>• Scheduled Availability Time is equal to Scheduled Up Time minus Scheduled Down Time.</li> <li>• Scheduled Down Time is time identified and communicated that the interface is not available due to maintenance and/or upgrade work. Notification of Scheduled Down Time for routine maintenance and/or upgrade work will be provided no less than 48 hours in advance.</li> <li>• An outage is a critical or serious loss of functionality, attributable to the specified gateway or component (i.e., EB-TA), affecting Qwest’s ability to serve its customers. An outage is determined by Qwest technicians through the use of verifiable data, collected from the affected customer(s) and/or from mechanized event management systems.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Percent
<b>Reporting Comparisons:</b> CLEC aggregate results	<b>Disaggregation Reporting:</b> Region-wide level.
<b>Formula:</b> $\frac{[\text{Number of Hours and Minutes Gateway is Available to CLECs During Reporting Period}]}{[\text{Number of Hours and Minutes of Scheduled Availability During Reporting Period}]} \times 100$	
<b>Exclusions:</b> None	
<b>Product Reporting:</b> None	<b>Standard:</b> 99.25 percent
<b>Availability:</b> Available	<b>Notes:</b>

**GA-4 – System Availability – EXACT**

<b>Purpose:</b> Evaluates the quality of CLEC batch access to the EXACT electronic access service request system, focusing on the extent the system is actually available to CLECs.	
<b>Description:</b> Measures the availability of EXACT system and reports the percentage of scheduled availability time the EXACT system is available. <ul style="list-style-type: none"> <li>• Scheduled Up Time hours are based on the currently published hours of availability found on the following website: <a href="http://www.qwest.com/wholesale/cmp/ossHours.html">http://www.qwest.com/wholesale/cmp/ossHours.html</a>.</li> <li>• Time System is Available to CLECs is equal to Scheduled Availability Time minus Outage Time.</li> <li>• Scheduled Availability Time is equal to Scheduled Up Time minus Scheduled Down Time.</li> <li>• Scheduled Down Time is time identified and communicated that the system is not available due to maintenance and/or upgrade work. Notification of Scheduled Down Time for routine maintenance and/or upgrade work will be provided no less than 48 hours in advance.</li> <li>• An outage is a critical or serious loss of functionality, attributable to the specified gateway or component (i.e., EXACT), affecting Qwest’s ability to serve its customers. An outage is determined by Qwest technicians through the use of verifiable data, collected from the affected customer(s) and/or from mechanized event management systems.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Percent
<b>Reporting Comparisons:</b> CLEC aggregate results	<b>Disaggregation Reporting:</b> Region-wide level.
<b>Formula:</b> $\left( \frac{[\text{Number of Hours and Minutes EXACT is Available to CLECs During Reporting Period}]}{[\text{Number of Hours and Minutes of Scheduled Availability During Reporting Period}]} \right) \times 100$	
<b>Exclusions:</b> None	
<b>Product Reporting:</b> None	<b>Standard:</b> 99.25 percent
<b>Availability:</b> Available	<b>Notes:</b>

**GA-6 – Gateway Availability – GUI - Repair**

<b>Purpose:</b> Evaluates the quality of CLEC access to the GUI Repair electronic gateway, focusing on the extent the gateway is actually available to CLECs.	
<b>Description:</b> Measures the availability of the GUI (Graphical User Interface) repair electronic interface and reports the percentage of scheduled availability time the interface is available for view and/or input. All times during which the interface is scheduled to be operating during the reporting period are measured. <ul style="list-style-type: none"> <li>• Scheduled Up Time” hours are based on the currently published hours of availability found on the following website: <a href="http://www.qwest.com/wholesale/cmp/ossHours.html">http://www.qwest.com/wholesale/cmp/ossHours.html</a>.</li> <li>• Time Gateway is Available to CLECs is equal to Scheduled Availability Time minus Outage Time.</li> <li>• Scheduled Availability Time is equal to Scheduled Up Time minus Scheduled Down Time.</li> <li>• Scheduled Down Time is time identified and communicated that the interface is not available due to maintenance and/or upgrade work. Notification of Scheduled Down Time for routine maintenance and/or upgrade work will be provided no less than 48 hours in advance.</li> <li>• An outage is a critical or serious loss of functionality, attributable to the specified gateway or component (i.e., GUI-Repair), affecting Qwest’s ability to serve its customers. An outage is determined by Qwest technicians through the use of verifiable data, collected from the affected customer(s) and/or from mechanized event management systems.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Percent
<b>Reporting Comparisons:</b> CLEC aggregate results	<b>Disaggregation Reporting:</b> Region-wide level.
<b>Formula:</b> [Number of Hours and Minutes Gateway is Available to CLECs During Reporting Period ÷ Number of Hours and Minutes of Scheduled Availability Time During Reporting Period] x 100	
<b>Exclusions:</b> None	
<b>Product Reporting:</b> None	<b>Standard:</b> 99.25 percent
<b>Availability:</b>  Available	<b>Notes:</b>

**GA-7 – Timely Outage Resolution following Software Releases**

<b>Purpose:</b> Measures the timeliness of resolution of gateway or system outages attributable to software releases for specified OSS interfaces, focusing on CLEC-affecting software releases involving the specified gateways or systems.	
<b>Description:</b> <ul style="list-style-type: none"> <li>Measures the percentage of gateway or system outages, which are attributable to OSS system software releases and which occur within two weeks after the implementation of the OSS system software releases, that are resolved<sup>NOTE 1</sup> within 48 hours of detection by the Qwest monitoring group or reporting by a CLEC/co-provider.</li> <li>Includes software releases associated with the following OSS interfaces in Qwest: IMA-GUI, IMA-EDI, and CEMR<sup>NOTE 2</sup>, Exchange Access, Control, &amp; Tracking (EXACT)<sup>NOTE 3</sup>, Electronic Bonding– Trouble Administration (EB -TA)<sup>NOTE 4</sup></li> <li>An outage for this measurement is a critical or serious loss of functionality, attributable to the specified gateway or component, affecting Qwest’s ability to serve its customers or data loss<sup>NOTE 5</sup> on the Qwest side of the interface. An outage is determined by Qwest technicians through the use of verifiable data, collected from the affected customer(s) and/or from mechanized event management systems.</li> <li>The outage resolution time interval considered in this measurement starts at the time Qwest’s monitoring group detects a failure, or at the date/time of the first transaction sent to Qwest that cannot be processed (i.e. lost data), and ends with the time functionality is restored or the lost data is recovered.</li> </ul>	
<b>Reporting Period:</b> Monthly	<b>Unit of Measure:</b> Percent
<b>Reporting Comparisons:</b> CLEC Aggregate	<b>Disaggregation Reporting:</b> Region-wide level.
<b>Formula:</b> $[(\text{Total outages detected within two weeks of a Software Release that are resolved within 48 hours of the time Qwest detects the outage}) \div (\text{Total number of outages detected within two weeks of Software Releases resolved in the Reporting Period})] \times 100$	
<b>Exclusions:</b> <ul style="list-style-type: none"> <li>Outages in releases prior to any CLEC migrating to the release.</li> <li>Duplicate reports attributable to the same software defect.</li> </ul>	
<b>Product Reporting:</b> None	<b>Standard:</b> Volume = 1-20: 1 miss Volume > 20: 95%
<b>Availability:</b>  Available	<b>Notes:</b> <ol style="list-style-type: none"> <li>“Resolved” means that service is restored to the reporting CLEC, as experienced by the CLEC.</li> <li>CEMR replaced CTAS in April 01. CTAS has been retired.</li> <li>EXACT is a Telecordia system. Only releases for changes initiated by Qwest for hardware or connectivity will be included in this measurement.</li> <li>Outages reported under EB-TA are the same as outages in MEDIACC.</li> <li>For data loss to be considered for GA-7, a functional acknowledgement must have been provided for the data in question (e.g., EDI 997, LSR ID or trouble ticket number).</li> </ol>

**Pre-Order/Order**

**PO-1 – Pre-Order/Order Response Times**

<b>Purpose:</b> Evaluates the timeliness of responses to specific preordering/ordering queries for CLECs through the use of Qwest’s Operational Support Systems (OSS). Qwest’s OSS are accessed, through the specified gateway interface.
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<p><b>Description:</b>          PO-1A &amp; PO-1B:          Measures the time interval between query and response for specified pre-order/order transactions through the electronic interface.</p> <ul style="list-style-type: none"> <li>• Measurements are made using a system that simulates the transactions of requesting pre-ordering/ordering information from the underlying existing OSS. These simulated transactions are made through the operational production interfaces and existing systems in a manner that reflects, in a statistically-valid manner, the transaction response times experienced by CLEC service representatives in the reporting period.</li> <li>• The time interval between query and response consists of the period from the time the transaction request was "sent" to the time it is "received" via the gateway interface.</li> <li>• A query is an individual request for the specified type of information.</li> </ul> <p>PO-1C:  <ul style="list-style-type: none"> <li>• Measures the percentage of all IRTM Queries measured by PO-1A &amp; 1B transmitted in the reporting period that timeout before receiving a response.</li> </ul> </p> <p>PO-1D:  <ul style="list-style-type: none"> <li>• Measures the average response time for a sampling of rejected queries across preorder transaction types. The response time measured is the time between the issuance of a pre-ordering transaction and the receipt of an error message associated with a "rejected query." A rejected query is a transaction that cannot be successfully processed due to the provision of incomplete or invalid information by the sender, which results in an error message back to the sender. <small>NOTE 5</small></li> </ul> </p>	
<p><b>Reporting Period:</b> One month</p>	<p><b>Unit of Measure:</b>          PO-1A, PO-1B, &amp; PO-1D: Seconds          PO-1C: Percent</p>

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<p><b>Reporting Comparisons:</b> CLEC aggregate.</p>	<p><b>Disaggregation Reporting:</b> Region-wide level. Results are reported as follows:          PO-1A Pre-Order/Order Response Time for IMA          PO-1B Pre-Order/Order Response Time for EDI          Results are reported separately for each of the following transaction types: <sup>NOTE 1</sup></p> <ol style="list-style-type: none"> <li>1. Appointment Scheduling (Due Date Reservation, where appointment is required)</li> <li>2. Service Availability Information</li> <li>3. Facility Availability</li> <li>4. Street Address Validation</li> <li>5. Customer Service Records</li> <li>6. Telephone Number</li> <li>7. ADSL Loop Qualification</li> <li>8. Resale of Qwest DSL Qualification</li> <li>9. Connecting Facility Assignment <sup>NOTE 7</sup></li> <li>10. Meet Point Inquiry <sup>NOTE 8</sup></li> </ol> <p>For PO-1A (transactions via IMA), in addition to reporting total response time, response times for each of the above transactions will be reported in two parts: (a) time to access the request screen, and (b) time to receive the response for the specified transaction.</p> <p>For PO-1B (transactions via EDI), request/response will be reported as a combined number.</p> <p>For PO-1A 6. Telephone Number, a third part (c) accept screen, will be reported. <sup>NOTE 6</sup></p> <p>PO-1C Results for PO-1C will be reported according to the gateway interface used:</p> <ol style="list-style-type: none"> <li>1. Timeout IMA Percent of Preorder Transactions that</li> <li>2. Timeout EDI Percent of Preorder Transactions that</li> </ol> <p>PO-1D Results for PO-1D will be reported according to the gateway interface used:</p> <ol style="list-style-type: none"> <li>1. Rejected Response Times for IMA</li> <li>2. Rejected Response Times for EDI</li> </ol>
<p><b>Formula:</b></p> <p>PO-1A &amp; PO-1B = <math>\Sigma[(\text{Query Response Date \&amp; Time}) - (\text{Query Submission Date \&amp; Time})] \div (\text{Number of Queries Submitted in Reporting Period})</math></p> <p>PO-1C = <math>[(\text{Number of IRTM Queries measured by PO-1A \&amp; 1B that Timeout before receiving response}) \div (\text{Number of IRTM Queries Transmitted in Reporting Period})] \times 100</math></p> <p>PO-1D = <math>\Sigma[(\text{Rejected Query Response Date \&amp; Time}) - (\text{Query Submission Date \&amp; Time})] \div (\text{Number of Rejected Query Transactions Simulated by IRTM})</math></p>	
<p><b>Exclusions:</b></p> <p>PO-1A &amp; PO-1B:</p> <ul style="list-style-type: none"> <li>• Rejected requests/errors, and timed out transactions</li> </ul> <p>PO-1C:</p> <ul style="list-style-type: none"> <li>• Rejected requests and errors</li> </ul> <p>PO-1D:</p> <ul style="list-style-type: none"> <li>• Timed out transactions</li> </ul>	

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<b>Product Reporting:</b> None	<b>Standard:</b> Total Response Time: 1. Appointment Scheduling 2. Service Availability Information 3. Facility Availability 4. Street Address Validation 5. Customer Service Records 6. Telephone Number 7. ADSL Loop Qualification 8. Resale of Qwest DSL Qualification 9. Connecting Facility Assignment 10. Meet Point Inquiry	<b>IMA</b>  <10 seconds <25 seconds <sup>2</sup> <25 seconds <sup>3</sup> <10 seconds <12.5 seconds <sup>3</sup> <10 seconds ≤ 20 seconds <sup>4</sup> ≤ 20 seconds <sup>4</sup> TBD TBD	<b>EDI</b>  <10 seconds <25 seconds <sup>2</sup> <25 seconds <sup>3</sup> <10 seconds <12.5 seconds <sup>3</sup> <10 seconds ≤ 20 seconds ≤ 20 seconds TBD TBD
	PO-1C-1	<b>0.5%</b>	
	PO-1C-2	0.5%	
	PO-1D-1 & 2	<b>Diagnostic</b>	
<b>Availability:</b> Available	<b>Notes:</b> 1. As additional transactions, currently done manually, are mechanized, they will be measured and added to or included in the above list of transactions, as applicable. 2. Effective 9/1/00 Qwest reduced the Service Availability Benchmark from 30 seconds to 25 seconds. 3. Times reflect non-complex services, including residential, simple business, or POTS account. Does not include ADSL or accounts >25 lines. 4. Benchmark applies to response time only. Request time and Total time will also be reported. 5. As agreed to in the January 25 & 26 PID workshop, rejected query types used in PO-1D will be those developed for internal Qwest diagnostic purposes. 6. With IMA 7.0, effective April 23, 2001, Appointment Scheduling for GUI and EDI and Telephone Number for EDI no longer include an accept screen. Therefore beginning with April 2001 results, the accept screen results will no longer be reported. 7. Results based on Connecting Facility Assignment by Unit Query. 8. Results based on Meet Point Query, POTS Splitter option for Shared loops.		



<ul style="list-style-type: none"> <li>• Exclusion of LSRs containing CLEC-caused non-fatal error beginning with results reported in the Apr 02 report.</li> </ul>	
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**PO-3 – LSR Rejection Notice Interval**

<p><b>Purpose:</b>                  Monitors the timeliness with which Qwest notifies CLECs that electronic and manual LSRs were rejected.</p>	
<p><b>Description:</b>                  Measures the interval between the receipt of a Local Service Request (LSR) and the rejection of the LSR for standard categories of errors/reasons.</p> <ul style="list-style-type: none"> <li>• Includes all LSRs submitted through the specified interface that are rejected during the reporting period.</li> <li>• Standard reasons for rejections are: missing/incomplete/mismatching/unintelligible information, duplicate request or LSR/PON (purchase order number), no separate LSR for each account telephone number affected, no valid contract, no valid end user verification, account not working in Qwest territory, service-affecting order pending, request is outside established parameters for service, and lack of CLEC response to Qwest question for clarification about the LSR.</li> <li>• Included in the interval is time required for efforts by Qwest to work with the CLEC to avoid the necessity of rejecting the LSR.</li> <li>• With hours: minutes reporting, hours counted are (1) business hours for manual rejects (involving human intervention) and (2) published Gateway Availability hours for auto-rejects (involving no human intervention). Business hours are defined as time during normal business hours of the Wholesale Delivery Service Centers, except for PO-3C in which hours counted are workweek clock hours. Gateway Availability hours are based on the currently published hours of availability found on the following website: <a href="http://www.qwest.com/wholesale/cmp/ossHours.html">http://www.qwest.com/wholesale/cmp/ossHours.html</a>.</li> </ul>	
<p><b>Reporting Period:</b> One month</p>	<p><b>Unit of Measure:</b>                  PO-3A-1, PO-3B-1 &amp; PO-3C - Hrs: Mins.                  PO-3A-2 &amp; PO-3B-2 – Mins: Secs.</p>

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<b>Reporting Comparisons:</b> CLEC aggregate and individual CLEC results	<b>Disaggregation Reporting:</b> Results for this indicator are reported according to the gateway interface used to submit the LSR: <ul style="list-style-type: none"> <li>• PO-3A-1, LSRs received via IMA and rejected manually: Statewide</li> <li>• PO-3A -2, LSRs received via IMA and auto-rejected: Region wide</li> <li>• PO-3B-1, LSRs received via EDI and rejected manually: Statewide</li> <li>• PO-3B -2, LSRs received via EDI and auto-rejected: Region wide</li> <li>• PO-3C, LSRs received via facsimile: Statewide</li> </ul>
<b>Formula:</b> $\Sigma [(Date\ and\ time\ of\ Rejection\ Notice\ transmittal) - (Date\ and\ time\ of\ LSR\ receipt)] \div (Total\ number\ of\ LSR\ Rejection\ Notifications)$	
<b>Exclusions:</b> <ul style="list-style-type: none"> <li>• Records with invalid product codes.</li> <li>• Records missing data essential to the calculation of the measurement per the PID.</li> <li>• Duplicate LSR numbers. (Exclusion to be eliminated upon implementation of IMA capability to disallow duplicate LSR #'s.)</li> <li>• Invalid start/stop dates/times.</li> </ul>	
<b>Product Reporting:</b> Not applicable (reported by ordering interface).	<b>Standard:</b> <ul style="list-style-type: none"> <li>• PO-3A-1 and -3B-1: ≤ 12 business hours</li> <li>• PO-3A -2 and -3B -2: ≤ 18 seconds</li> <li>• PO-3C: ≤ 24 work week clock hours</li> </ul>
<b>Availability:</b>  Available	<b>Notes:</b>

**PO-4 – LSRs Rejected**

<b>Purpose:</b> Monitors the extent LSRs are rejected as a percentage of all LSRs to provide information to help address potential issues that might be raised by the indicator of LSR rejection notice intervals.	
<b>Description:</b> Measures the percentage of LSRs rejected (returned to the CLEC) for standard categories of errors/reasons. <ul style="list-style-type: none"> <li>• Includes all LSRs submitted through the specified interface that are rejected or FOC'd during the reporting period.</li> <li>• Standard reasons for rejections are: missing/incomplete/mismatching/unintelligible information; duplicate request or LSR/PON (purchase order number); no separate LSR for each account telephone number affected; no valid contract; no valid end user verification; account not working in Qwest territory; service-affecting order pending; request is outside established parameters for service; and lack of CLEC response to Qwest question for clarification about the LSR.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Percent of LSRs
<b>Reporting Comparisons:</b> CLEC aggregate and individual CLEC results	<b>Disaggregation Reporting:</b> Results for this indicator are reported according to the gateway interface used to submit the LSR: <ul style="list-style-type: none"> <li>PO-4A-1 LSRs received via IMA and rejected manually – Region wide</li> <li>PO-4A -2 LSRs received via IMA and auto-rejected – Region wide</li> <li>PO-4B-1 LSRs received via EDI and rejected manually – Region wide</li> <li>PO-4B -2 LSRs received via EDI and auto-rejected – Region wide</li> <li>PO-4C LSRs received via facsimile – Statewide</li> </ul>

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<b>Formula:</b> [(Total number of LSRs rejected via the specified method in the reporting period) ÷ (Total of all LSRs that are received via the specified interface that were rejected or FOC'd in the reporting period)] x 100	
<b>Exclusions:</b> <ul style="list-style-type: none"> <li>• Records with invalid product codes.</li> <li>• Records missing data essential to the calculation of the measurement per the PID.</li> <li>• Duplicate LSR numbers. (Exclusion to be eliminated upon implementation of IMA capability to disallow duplicate LSR #'s.)</li> <li>• Invalid start/stop dates/times.</li> </ul>	
<b>Product Reporting:</b> Not applicable (reported by ordering interface).	<b>Standard:</b> Diagnostic
<b>Availability:</b> <p style="text-align: center;">Available</p>	<b>Notes:</b>

**PO-5 – Firm Order Confirmations (FOCs) On Time**

<p><b>Purpose:</b> Monitors the timeliness with which Qwest returns Firm Order Confirmations (FOCs) to CLECs in response to LSRs/ASRs received from CLECs, focusing on the degree to which FOCs are provided within specified intervals.</p>	
<p><b>Description:</b> Measures the percentage of Firm Order Confirmations (FOCs) that are provided to CLECs within the intervals specified under “Standards” below for FOC notifications.</p> <ul style="list-style-type: none"> <li>• Includes all LSRs/ASRs that are submitted through the specified interface or in the specified manner (i.e., facsimile) that receive an FOC during the reporting period, subject to exclusions specified below. (Acknowledgments sent separately from an FOC (e.g., EDI 997 transactions are not included.)</li> <li>• For PO-5A, the interval measured is the period between the LSR received date/time (based on scheduled up time) and Qwest’s response with a FOC notification (notification date and time).</li> <li>• For PO-5B, 5C, and 5D, the interval measured is the period between the application date and time, as defined herein, and Qwest’s response with a FOC notification (notification date and time).</li> <li>• “Fully electronic” LSRs are those (1) that are received via IMA or EDI, (2) that involve no manual intervention, and (3) for which FOCs are provided mechanically to the CLEC. <sup>NOTE 2</sup></li> <li>• “Electronic/manual” LSRs are received electronically via IMA or EDI and involve manual processing.</li> <li>• “Manual” LSRs are received manually (via facsimile) and processed manually.</li> <li>• ASRs are measured only in business days.</li> <li>• LSRs will be evaluated according to the FOC interval categories shown in the “Standards” section below, based on the number of lines/services requested on the LSR or, where multiple LSRs from the same CLEC are related, based on the combined number of lines/services requested on the related LSRs.</li> </ul>	
<p><b>Reporting Period:</b> One month</p>	<p><b>Unit of Measure:</b> Percent</p>
<p><b>Reporting Comparisons:</b> CLEC aggregate and individual CLEC results</p>	<p><b>Disaggregation Reporting:</b> Statewide level (per multi-state system serving the state). Results for this indicator are reported as follows:</p> <ul style="list-style-type: none"> <li>• PO-5A:* FOCs provided for <u>fully electronic</u> LSRs received via: <ul style="list-style-type: none"> <li>– PO-5A-1 IMA</li> <li>– PO-5A-2 EDI</li> </ul> </li> <li>• PO-5B:* FOCs provided for <u>electronic/manual</u> LSRs received via: <ul style="list-style-type: none"> <li>– PO-5B-1 IMA</li> <li>– PO-5B-2 EDI</li> </ul> </li> <li>• PO-5C:* FOCs provided for <u>manual</u> LSRs received via Facsimile.</li> <li>• PO-5D: FOCs provided for ASRs requesting LIS Trunks.</li> </ul> <p>* Each of the PO-5A, PO-5B and PO-5C measurements listed above will be further disaggregated as follows:</p> <ul style="list-style-type: none"> <li>– (a) FOCs provided for Resale services and UNE-P</li> <li>– (b) FOCs provided for Unbundled Loops and specified Unbundled Network Elements</li> <li>– (c) FOCs provided for LNP</li> </ul>
<p><b>Formula:</b>  <math display="block">PO-5A = \{[\text{Count of LSRs for which the original FOC's " (FOC Notification Date \&amp; Time) - (LSR received date/time (based on scheduled up time))" is within 20 minutes}] \div (\text{Total Number of original FOC Notifications transmitted for the service category in the reporting period})\} \times 100</math>   <math display="block">PO-5B, 5C, \&amp; 5D = \{[\text{Count of LSRs/ASRs for which the original FOC's " (FOC Notification Date \&amp; Time) - (Application Date \&amp; Time)" is within the intervals specified for the service category involved}] \div (\text{Total Number of original FOC Notifications transmitted for the service category in the reporting period})\} \times 100</math></p>	

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**Exclusions:**

- LSRs/ASRs involving individual case basis (ICB) handling based on quantities of lines, as specified in the "Standards" section below, or service/request types, deemed to be projects.
- Hours on Weekends and holidays. (Except for PO-5A which only excludes hours outside the scheduled up time).
- LSRs with CLEC-requested FOC arrangements different from standard FOC arrangements.
- Records with invalid product codes.
- Records missing data essential to the calculation of the measurement per the PID.
- Duplicate LSR numbers. (Exclusion to be eliminated upon implementation of IMA capability to disallow duplicate LSR #'s.)
- Invalid start/stop dates/times.

Additional PO-5D exclusion:

- Records with invalid application or confirmation dates.

<p><b>Product Reporting:</b></p> <ul style="list-style-type: none"> <li>• For PO-5A, -5B and -5C: (a) Resale services UNE-P (POTS) and UNE-P Centrex (b) Unbundled Loops and specified Unbundled Network Elements. (c) LNP</li> <li>• For PO-5D: LIS Trunks.</li> </ul>	<b>Standards:</b>		
	• For PO-5A (all):	95% within 20 minutes <sup>NOTE 2</sup>	
	• For PO-5B (all):	90% within standard FOC intervals (specified below)	
	• For PO-5C (manual):	90% within standard FOC intervals specified below PLUS 24 hours <sup>NOTE 3</sup>	
	• For PO-5D (LIS Trunks):	85% within eight business days	
	<b>Standard FOC Intervals for PO-5B and PO-5C</b>		
	<b>Product Group</b> <sup>NOTE 1</sup>	<b>FOC Interval</b>	
	<b>Resale</b>	<b>24 hours</b>	
	Residence and Business POTS		1-39 lines
	ISDN-Basic		1-10 lines
- Conversion As Is			
- Adding/Changing features			
- Add primary directory listing to established loop			
- Add call appearance			
Centrex Non-Design	1-19 lines		
with no Common Block Configuration			
Centrex line feature changes/adds/removals (all)			
<b>LNP</b>	1-24 lines		
<b>Unbundled Loops</b>	1-24 loops		
2/4 Wire analog			
DS3 Capable			
<b>Sub-loop</b>	1-24 sub-loops		
[included in Product Reporting group (b)]			
<b>Shared-loop/Line-sharing</b>	1-24 shared		
[included in Product Reporting group (b)]	loops		
<b>Unbundled Network Element-Platform (UNE-P POTS)</b>			
	1 - 39 lines		

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	<b>Resale</b>		
	ISDN-Basic	1-10 lines	<b>48 hours</b>
	- Specified	Conversion As	
	- Changes	New Installs	
	- Loop	Address	
	ISDN-PRI (Facility)	Change to add	
	PBX	1-3	
	DS0 or Voice Grade Equivalent	1-24 trunks	
	DS1 Facility	1-24	
	DS3 Facility	1-3	
<b>LNP</b>	25-49 lines		
<b>Resale</b>			<b>72 hours</b>
Centrex (including Centrex 21, Non-design, Centrex 21 Basic ISDN, Centrex-Plus, Centron, Centrex Primes)	1-10 lines		
- With Common Block Configuration required			
- Initial establishment of Centrex CMS services			
- Tie lines or NARs activity			
- Subsequent to initial Common Block			
- Station lines			
- Automatic Route Selection			
- Uniform Call Distribution			
- Additional numbers			
<b>UNE-P Centrex</b>	1-10 lines		
<b>UNE-P Centrex 21</b>	1-10 lines		
<b>Unbundled Loops with Facility Check</b> <sup>(NOTE 2, 3)</sup>	1 - 24 loops		
2/4 wire Non-loaded			
ADSL compatible			
ISDN capable			
XDSL-I capable			
DS1 capable			
<b>Resale</b>			<b>96 hours</b>
ISDN-PRI (Trunks)	1-12 trunks		
<b>For PO-5D:</b>			<b>8 business days</b>
LIS Trunks	1-240 trunk circuits		
<b>Availability:</b>	<b>Notes:</b>		
	<ol style="list-style-type: none"> <li>LSRs with quantities above the highest number specified for each product type are considered ICB.</li> <li>Unbundled Loop with Facility Check can be processed electronically; however, because this category always carries a 72-hour FOC interval the FOC results for this product will appear in PO-5B if received electronically or PO-5C if received manually.</li> <li>Unbundled Loop with Facility Check will not add an additional 24 hours to the 72-hour interval if the LSR is submitted manually.</li> </ol>		

**PO-6 – Work Completion Notification Timeliness**

<b>Purpose:</b> To evaluate the timeliness of Qwest issuing electronic notification at an LSR level to CLECs that provisioning work on all service orders that comprise the CLEC LSR have been completed in the Service Order Processor and the service is available to the customer.	
<b>Description:</b> PO-6A & 6B: <ul style="list-style-type: none"> <li>Includes all orders completed in the Qwest Service Order Processor that generate completion notifications in the reporting period, subject to exclusions shown below.</li> <li>The start time is the date/time when the last of the service orders that comprise the CLEC LSR is posted as completed in the Service Order Processor.</li> <li>The end time is when the electronic order completion notice is made available (IMA)<sup>NOTE 1</sup> or transmitted<sup>NOTE 2</sup> (EDI) to the CLEC via the ordering interface used to place the local service request. The notification is transmitted at an LSR level when all service orders that comprise the CLEC LSR are complete.</li> <li>With hours: minutes reporting, hours counted are during the published Gateway Availability hours. Gateway Availability hours are based on the currently published hours of availability found on the following website: <a href="http://www.qwest.com/wholesale/cmp/ossHours.html">http://www.qwest.com/wholesale/cmp/ossHours.html</a>.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> PO-6A - 6B: Hrs:Mins
<b>Reporting Comparisons:</b> CLEC aggregate and individual CLEC results.	<b>Disaggregation Reporting:</b> Statewide level. <ul style="list-style-type: none"> <li>PO-6A Notices transmitted via IMA</li> <li>PO-6B Notices transmitted via EDI</li> </ul>
<b>Formula:</b> For completion notifications generated from LSRs received via IMA-GUI: $PO-6A = \frac{\Sigma(\text{Date and Time Completion Notification made available to CLEC}) - (\text{Date and Time the last of the service orders that comprise the CLEC LSR is completed in the Service Order Processor})}{\text{Number of completion notifications made available in reporting period}}$ For completion notifications generated from LSRs received via IMA-EDI: $PO-6B = \frac{\Sigma(\text{Date and Time Completion Notification transmitted to CLEC}) - (\text{Date and Time the last of the service orders that comprise the CLEC LSR is completed in the Service Order Processor.})}{\text{Number of completion notifications transmitted in reporting period}}$	
<b>Exclusions:</b> PO – 6A & 6B: <ul style="list-style-type: none"> <li>Records with invalid completion dates.</li> <li>LSRs submitted manually (e.g., via facsimile).</li> <li>ASRs submitted via EXACT.</li> </ul>	
<b>Product Reporting:</b> PO – 6A & 6B Aggregate reporting for all products ordered through IMA-GUI and, separately, IMA-EDI (see disaggregation reporting).	<b>Standard:</b> 6 hours
<b>Availability:</b> Available (except as noted below)  Under Development: <ul style="list-style-type: none"> <li>PO-6B – Calculated based on EDI transmission date and time – TBD</li> </ul>	<b>Notes:</b> <ol style="list-style-type: none"> <li>The time a notice is “made available” via the IMA-GUI is the time Qwest stores a status update related to the completion notice in the IMA Status Updates database. When this occurs, the notice can be immediately viewed by the CLEC using the Status Updates window or by using the LSR Notice Inquiry function.</li> <li>Initially the end time for PO-6B will be the time a notice is “made available” via IMA-EDI. This is the time Qwest completes processing for the completion notice in IMA immediately prior to transmission. As Qwest develops the ability to capture the transmission date and time from EDI, the end time will be based on the EDI transmit date and time.</li> </ol>

**PO-7 – Billing Completion Notification Timeliness**

<p><b>Purpose:</b>                  To evaluate the timeliness with which electronic billing completion notifications are made available or transmitted to CLECs, focusing on the percentage of notifications that are made available or transmitted (for CLECs) or posted in the billing system (for Qwest retail) within five business days.</p>	
<p><b>Description:</b>  <u>PO-7A &amp; 7B:</u></p> <ul style="list-style-type: none"> <li>This measurement includes all orders posted in the CRIS billing system for which billing completion notices are made available or transmitted in the reporting period, subject to exclusions shown below.</li> <li>Intervals used in this measurement are from the time a service order is completed in the SOP to the time billing completion for the order is made available or transmitted to the CLEC.                             <ul style="list-style-type: none"> <li>The time a notice is "made available" via the IMA-GUI consists of the time Qwest stores the completion notice in the IMA Status Updates database. When this occurs, the notice can be immediately viewed by the CLEC using the Status Updates window.</li> <li>The time a notice is "transmitted" via IMA-EDI consists of the time Qwest actually transmits the completion notice via EDI. Applicable only to those CLECs who are certified and setup to receive the notices via EDI. <sup>NOTE 1</sup></li> </ul> </li> <li>The start time is when the completion of the service order is posted in the Qwest SOP. The end time is when, confirming that the order has been posted in the CRIS billing system, the electronic billing completion notice is made available to the CLEC via the same ordering interface (IMA-GUI or IMA-EDI) as used to submit the LSR.</li> <li>Intervals counted in the numerator of these measurements are those that are five business days or less.</li> </ul> <p><u>PO-7C:</u></p> <ul style="list-style-type: none"> <li>This measurement includes all retail orders posted in the CRIS Billing system in the reporting period, subject to exclusions shown below.</li> <li>Intervals used in this measurement are from the time an order is completed in the SOP to the time it is posted in the CRIS billing system.</li> <li>The start time is when the completion of the order is posted in the SOP. The end time is when the order is posted in the CRIS billing system.</li> <li>Intervals counted in the numerator of this measurement are those that are five business days or less.</li> </ul>	
<p><b>Reporting Period:</b> One month</p>	<p><b>Unit of Measure:</b> Percent</p>
<p><b>Reporting Comparisons:</b>                  PO-7A and -7B: CLEC aggregate and individual CLEC results.                  PO-7C: Qwest retail results.</p>	<p><b>Disaggregation Reporting:</b> Statewide level.</p> <ul style="list-style-type: none"> <li>PO-7A Notices made available via IMA-GUI</li> <li>PO-7B Notices transmitted via IMA-EDI</li> <li>PO-7C Billing system posting completions for Qwest Retail</li> </ul>
<p><b>Formula:</b>                  For wholesale service orders Qwest generates for LSRs received via IMA:                  PO-7A = (Number of electronic billing completion notices in the reporting period made available within five business days of posting complete in the SOP) ÷ (Total Number of electronic billing completion notices made available during the reporting period)                  PO-7B = (Number of electronic billing completion notices in the reporting period transmitted within five business days of posting complete in the SOP) ÷ (Total Number of electronic billing completion notices transmitted during the reporting period)</p> <p>For service orders Qwest generates for retail customers (i.e., the retail analogue for PO-7A &amp; -7B):                  PO-7C = (Total number of retail service orders posted in the CRIS billing system in the reporting period that were posted within 5 business days) ÷ (Total number of retail service orders posted in the CRIS billing system in the reporting period)</p>	

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<b>Exclusions:</b> PO-7A, 7B & 7C <ul style="list-style-type: none"> <li>• Services that are not billed through CRIS, e.g. Resale Frame Relay.</li> <li>• Records with invalid completion dates.</li> </ul> PO-7A & 7B <ul style="list-style-type: none"> <li>• LSRs submitted manually.</li> <li>• ASRs submitted via EXACT.</li> </ul>	
<b>Product Reporting:</b> Aggregate reporting for all products ordered through IMA-GUI and, separately, IMA-EDI (see disaggregation reporting).	<b>Standard:</b> PO-7A and -7B: Parity with PO-7C
<b>Availability:</b> Available	<b>Notes:</b> 1. Prior to Jan 02 the end time for EDI was based on the time a notice was "made available". The time a notice was "made available" via IMA-EDI consisted of the time Qwest completed processing for the completion notice in IMA immediately prior to transmission of the EDI notification.

**PO-8 – Jeopardy Notice Interval**

<b>Purpose:</b> Evaluates the timeliness of jeopardy notifications, focusing on how far in advance of original due dates jeopardy notifications are provided to CLECs (regardless of whether the due date was actually missed).	
<b>Description:</b> Measures the average time lapsed between the date the customer is first notified of an order jeopardy event and the original due date of the order. <ul style="list-style-type: none"> <li>• Includes all orders completed in the reporting period that received jeopardy notifications.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Average Business days <sup>NOTE 1</sup>
<b>Reporting Comparisons:</b> CLEC aggregate, individual CLEC and Qwest Retail results	<b>Disaggregation Reporting:</b> Statewide level. (This measure is reported by jeopardy notification process as used the categories shown under Product Reporting.)
<b>Formula:</b> $[\Sigma(\text{Date of the original due date of orders completed in the reporting period that received jeopardy notification} - \text{Date of the first jeopardy notification}) \div \text{Total orders completed in the reporting period that received jeopardy notification}]$	
<b>Exclusions:</b> <ul style="list-style-type: none"> <li>• Jeopardies done after the original due date is past.</li> <li>• Records involving official company services.</li> <li>• Records with invalid due dates or application dates.</li> <li>• Records with invalid completion dates.</li> <li>• Records with invalid product codes.</li> <li>• Records missing data essential to the calculation of the measurement per the PID.</li> </ul>	
<b>Product Reporting:</b> <ul style="list-style-type: none"> <li>A Non-Designed Services</li> <li>B Unbundled Loops (with or without Number Portability)</li> <li>C LIS Trunks</li> <li>D UNE-P (POTS)</li> </ul>	<b>Standard:</b> <ul style="list-style-type: none"> <li>A Parity with Retail POTS</li> <li>B Parity with Retail POTS</li> <li>C Parity with Feature Group D (FGD) services</li> <li>D Parity with Retail POTS</li> </ul>
<b>Availability:</b> Available (except as noted below):  Under Development: Saturday counted as business day for: <ul style="list-style-type: none"> <li>• Resale/Retail Residence (non-dispatched orders) reported under A - Non-Designed Services – beginning with Dec 01 data on the Mar 02 report.</li> <li>• Resale/Retail Business (non-dispatched orders) reported under – A Non-Designed Services – beginning with Mar 02 data on the Apr 02 report.</li> <li>• UNE-P (POTS)-(non-dispatched orders) – beginning with Mar 02 data on the Apr 02 report.</li> </ul>	<b>Notes:</b> 1. Effective with Dec 01 results in the Apr 02 report, for PO-8A and -D, Saturday is counted as a business day for all non-dispatched orders for Resale Residence, Resale Business, and UNE-P (POTS), as well as for the retail analogues specified above as standards. For dispatched orders for Resale Residence, Resale Business, and UNE-P (POTS) and for all other products reported under PO-8B and -8C, Saturday is counted as a business day when the service order is due on Saturday.

**PO-9 – Timely Jeopardy Notices**

<b>Purpose:</b> When original due dates are missed, measures the extent to which Qwest notifies customers in advance of jeopardized due dates.	
<b>Description:</b> Measures the percentage of late orders for which advance jeopardy notification is provided. <ul style="list-style-type: none"> <li>• Includes all orders completed in the reporting period that missed original due date.</li> <li>• Missed due date orders with jeopardy notifications provided on or after the original due date is past will be counted in the denominator of the formula but will not be counted in the numerator.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Percent
<b>Reporting Comparisons:</b> CLEC aggregate, individual CLEC and Qwest Retail results	<b>Disaggregation Reporting:</b> Statewide level. (This measure is reported by jeopardy notification process as used for the categories shown under Product Reporting.)
<b>Formula:</b> (Total missed due date orders completed in the reporting period that received jeopardy notification in advance of original due date) ÷ (Total number of missed due date orders completed in the reporting period) x 100	
<b>Exclusions:</b> <ul style="list-style-type: none"> <li>• Orders missed for customer reasons.</li> <li>• Records with invalid product codes.</li> <li>• Records involving official company services.</li> <li>• Records with invalid due dates or application dates.</li> <li>• Records with invalid completion dates.</li> <li>• Records with invalid product codes.</li> <li>• Records missing data essential to the calculation of the measurement per the PID.</li> </ul>	
<b>Product Reporting:</b> <ul style="list-style-type: none"> <li>A Non-Designed Services</li> <li>B Unbundled Loops (with or without Number Portability)</li> <li>C LIS Trunks (available)</li> <li>D UNE-P (POTS)</li> </ul>	<b>Standard:</b> <ul style="list-style-type: none"> <li>A Parity with Retail POTS</li> <li>B Parity with Retail POTS</li> <li>C Parity with Feature Group D (FGD) Services</li> <li>D Parity with Retail POTS</li> </ul>
<b>Availability:</b>  Available	<b>Notes:</b>

**PO-10 – LSR Accountability**

<b>Purpose:</b> Evaluates the degree to which Qwest can account for all LSRs received electronically.	
<b>Description:</b> Measures the number of LSRs received via IMA-GUI and IMA-EDI interfaces that Qwest has issued (confirmed) or accounted for in specific status categories, as a percentage of all LSRs received in the reporting period. <ul style="list-style-type: none"> <li>• Includes all LSRs that are received via the IMA-GUI and IMA-EDI interfaces, subject to exclusions specified below.</li> <li>• Status categories accounted for include:                             <ul style="list-style-type: none"> <li>– Pending (i.e., assigned to a center representative for handling);</li> <li>– Supplemented (i.e., subsequent version of request that has not been confirmed or rejected at time of reporting);</li> <li>– Cancelled (by the CLEC prior to Qwest returning confirmation to the CLEC);</li> <li>– Rejected (i.e., rejection notice has been sent to the CLEC);</li> <li>– Issued (i.e., the order has been processed and confirmation has been returned to the CLEC);</li> <li>– Error (i.e., auto-logging error indicating a field value mismatch between the electronic interface and the Customer Request Management (CRM) system, at time of reporting, in parallel with the ordering processing in a manner that does not impede timeliness);</li> <li>– Project (i.e., routed to project management for handling);</li> </ul> </li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Percent
<b>Reporting Comparisons:</b> CLEC aggregate results	<b>Disaggregation Reporting:</b> Region-wide level.
<b>Formula:</b> $[(\text{Count of all LSRs issued or in status categories specified above}) \div (\text{Total number of LSRs received in reporting period})] \times 100$ <small>NOTE 1</small>	
<b>Exclusions:</b> <ul style="list-style-type: none"> <li>• Front-end rejects (e.g., 997notifications) that would not be eligible for confirmation or rejection</li> </ul>	
<b>Product Reporting:</b> None	<b>Standard:</b> Diagnostic <small>NOTE 2</small>
<b>Availability:</b> Available	<b>Notes:</b> <ol style="list-style-type: none"> <li>1. Results that nominally exceed 100 percent may be due to timing differences in obtaining the quantities for the status categories (numerator) and for the total LSRs received (denominator). It is also possible for results to nominally fall short of 100 percent for the same reason.</li> <li>2. Because Qwest has a mechanized auto-logging process for tracking LSRs, Qwest believes the ROC TAG will determine this measurement to be unnecessary after being audited in the ROC Test. Accordingly, Qwest may approach the TAG to withdraw this measurement after the Test, after reporting multiple consecutive months demonstrating that Qwest adequately tracks and accounts for LSRs.</li> </ol>

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**PO-15 (ROC) – Number of Due Date Changes per Order**

<b>Purpose:</b> To evaluate the extent to which Qwest changes due dates on orders.	
<b>Description:</b> Measures the average number of Qwest due date changes per order. <ul style="list-style-type: none"> <li>Includes all inward orders (Change, New, and Transfer order types) that have been assigned a due date in the reporting period subject to the exclusions below. Change order types for additional lines consist of all "C" orders representing inward activity (with "I" and "T" action coded line USOCs.<sup>NOTE 1</sup></li> <li>Counts all due date changes made for Qwest reasons following assignment of the original due date.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Average Number of Due Date Changes
<b>Reporting Comparisons:</b> CLEC aggregate, individual CLEC, and Qwest retail results.	<b>Disaggregation Reporting:</b> Statewide level.
<b>Formula:</b> $\Sigma(\text{Count of Qwest due date changes on all orders}) \div (\text{Total orders in reporting period})$	
<b>Exclusions:</b> <ul style="list-style-type: none"> <li>Customer requested due date changes.</li> <li>Records involving official company services.</li> <li>Records with invalid due dates or application dates.</li> <li>Records with invalid product codes.</li> <li>Records missing data essential to the calculation of the measurement per the PID.</li> </ul>	
<b>Product Reporting:</b> None	<b>Standard:</b> Diagnostic
<b>Availability:</b> Available	<b>Notes:</b> <ol style="list-style-type: none"> <li>Prior to Aug 01 results the specified Change order types (i.e., with "I" &amp; "T" action codes) included some orders that do not strictly represent additional lines (in both wholesale and retail results). Specifically these include changes to existing lines, such as conversions, number changes, PIC changes, and class of service changes. Beginning with Aug 01 results Qwest developed the capability to exclude "Change" service orders that do not involve installation of lines.</li> </ol>

**PO-16 – Timely Release Notifications**

<b>Purpose:</b> Measures the percent of release notifications for changes to specified OSS interfaces sent by Qwest to CLECs within the intervals specified within the change management plan found on Qwest’s Change Management Process, (CMP) website.	
<b>Description:</b> <ul style="list-style-type: none"> <li>• Measures the percent of timely release notices: Draft Developer Worksheets (Initial Requirements), Disclosure Documents (Final Requirements) and/or Release Notes, (collectively “release notifications”) sent by Qwest within the intervals/timeframes prescribed by the release notification procedure on Qwest’s CMP website <sup>NOTE 1</sup> for the following OSS interfaces: IMA-GUI, IMA-EDI, and CEMR, <sup>NOTE 2</sup> Exchange Access, Control, &amp; Tracking (EXACT), <sup>NOTE 3</sup> Electronic Bonding - Trouble Administration (EB -TA), <sup>NOTE 4</sup> and IABS and CRIS Summary Bill Outputs, Retail Product Database , Loss and Completion Records. <ul style="list-style-type: none"> <li>– Includes OSS interface release notifications by Qwest relating to the following products and service categories: LIS/Interconnection, Collocation, Unbundled Network Elements (UNE), Ancillary, and Resale Products and Services.</li> <li>– Includes OSS interface release notifications by Qwest to CLECs for the following OSS functions: Pre-Ordering, Ordering, Provisioning, Repair and Maintenance, and Billing.</li> <li>– <b>Includes OSS interface release notifications by Qwest to CLECs, specified in Qwest’s Change Management Process.</b> <sup>NOTE 5</sup></li> <li>– Includes all OSS interface release notifications pertaining to the above OSS systems, subject to the exclusions specified below.</li> </ul> </li> <li>• Release Notifications sent on or before the date required by the CMP are considered timely. A release notification “sent date” is determined by the date of the e-mail sent by Qwest that provides the Release Notification.</li> <li>• Release Notifications sent after the date required by the (CMP) are considered untimely. Release Notifications required but not sent are considered untimely.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Percent
<b>Reporting Comparisons:</b> CLEC Aggregate	<b>Disaggregation Reporting:</b> Region-wide level.
<b>Formula:</b> [(Number of required release notifications for specified OSS interface changes made within the reporting period that are sent on or before the date required by the change management plan (CMP) ÷ Total number of required release notifications for specified OSS interface changes within reporting period)]x100	
<b>Exclusions:</b> <ul style="list-style-type: none"> <li>• Changes to be implemented on an expedited basis (exception to OSS notification intervals) as mutually agreed upon by CLECs and Qwest through the CMP.</li> <li>• Changes where Qwest and CLECs agree, through the CMP, that notification is unnecessary.</li> <li>•</li> </ul>	
<b>Product Reporting:</b> None	<b>Standard:</b> Vol. 1-10: 1 miss Vol. > 10: 92.5%
<b>Availability:</b> <b>Available</b>	<b>Notes:</b> <ol style="list-style-type: none"> <li>1. The Change Management Process (CMP) specifies the intervals for release notifications by type of notification. These intervals are documented in the change management plan.</li> <li>2. CEMR replaced CTAS in April 01. CTAS will not be included in this measure because it is scheduled for retirement at the end of May 01.</li> <li>3. EXACT is a Telecordia system. Only release notifications for changes initiated by Qwest for hardware or connectivity will be included in this measurement.</li> <li>4. EB-TA is the same system as MEDIACC.</li> <li>5. Qwest is collaborating with CLECs in CMP on updates to the change</li> </ol>

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	<p>management plan that will specify the types of OSS interface release notifications. The current proposal includes:</p> <ul style="list-style-type: none"><li>Type 1: Production Support Change</li><li>Type 2: Regulatory Change</li><li>Type 3: Industry Guideline Change</li><li>Type 4: Qwest Originated Change</li><li>Type 5: CLEC Originated Change</li></ul> <p>The intent is for this measure to include the notifications specified in the CMP.</p>
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**PO-19 – Stand-Alone Test Environment (SATE) Accuracy**

<b>Purpose:</b> Evaluates Qwest’s ability to provide accurate production-like tests to CLECs for testing both new releases and between releases in the SATE environment.	
<b>Description:</b> <ul style="list-style-type: none"> <li>Measures the percentage of test transactions published in the <i>IMA EDI Data Document – for the Stand Alone Test Environment (SATE)</i> that are successfully executed in SATE at the time a new IMA Release is deployed to SATE. In months where no release activity occurs, measures the percentage of test transactions published in the current IMA EDI Data Document-for the Stand Alone Test Environment (SATE) that are successfully executed in SATE during the mid-release monthly performance test.</li> <li>Includes one test transaction for each scenario published in the <i>IMA EDI Data Document – for the Stand Alone Test Environment (SATE)</i>.</li> <li>Test transactions will be executed for each of the IMA releases supported in SATE utilizing all current versions of the <i>IMA EDI Data Document – for the Stand Alone Test Environment (SATE)</i>.</li> <li>The successful execution of a transaction is determined by the Qwest Test Engineer according to:                     <ul style="list-style-type: none"> <li>The expected results of the test scenario as described in the <i>IMA EDI Data Document – for the Stand Alone Test Environment (SATE)</i> and the EDI disclosure document.</li> <li>The transactions strict adherence to business rules published in Qwest’s most current IMA EDI Disclosure Documentation for each release and the associated Addenda.</li> </ul> </li> <li>For this measurement, Qwest will execute the test transactions in the Stand-Alone Test Environment.                     <ul style="list-style-type: none"> <li>Release related test transactions will be executed when a full or point release of IMA is installed in SATE. These transactions will be executed within five business days of the numbered release being originally installed in SATE. This five-business day period will be referred to as the “Testing Window.”<sup>1</sup></li> <li>Mid-release monthly performance test transactions will be executed in the months when no Testing Window for a release is completed. These transactions will be executed on the 15<sup>th</sup>, or the nearest working day to the 15<sup>th</sup> of the month, in the months when no release related test transactions are executed.</li> </ul> </li> <li>Test transaction results will be included in the Reporting Period during which the release transactions or mid-release test transactions are completed.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Percent
<b>Reporting Comparisons:</b> None	<b>Disaggregation Reporting:</b> None
<b>Formula:</b> $[(\text{Total number of successfully completed SATE test transactions executed for a Software Release or Mid-release performance test completed in the Reporting Period}) \div (\text{Total number of SATE test transactions executed for a Software Release or Mid-release performance test completed in the Reporting Period})] \times 100$	
<b>Exclusions:</b> None	
<b>Product Reporting:</b> None	<b>Standard:</b> 95%
<b>Availability:</b> <ul style="list-style-type: none"> <li><b>Under Development:</b> <ul style="list-style-type: none"> <li>Benchmark of 95% beginning with Mar 02 data on the Apr 02 report</li> </ul> </li> </ul>	<b>Notes:</b> <ol style="list-style-type: none"> <li>Due to accelerated implementation schedule for this PID the “Testing Window” associated with the 8.1 release will be within 12 business days of the 8.1 release being originally installed in SATE.</li> </ol>

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**Ordering and Provisioning**  
**OP-2 – Calls Answered within Twenty Seconds – Interconnect Provisioning Center**

<b>Purpose:</b> Evaluates the timeliness of CLEC access to Qwest’s interconnection provisioning center(s) and retail customer access to the Business Office, focusing on the extent calls are answered within 20 seconds	
<b>Description:</b> Measures the percentage of (Interconnection Provisioning Center or Retail Business Office) calls that are answered by an agent within 20 seconds of the first ring. <ul style="list-style-type: none"> <li>• Includes all calls to the Interconnect Provisioning Center/Retail Business Office during the reporting period, subject to exclusions specified below.</li> <li>• Abandoned calls are counted as missed.</li> <li>• First ring is defined as when the customer’s call is first placed in queue by the ACD (Automatic Call Distributor).</li> <li>• Answer is defined as when the call is first picked up by the Qwest agent.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Percent
<b>Reporting Comparisons:</b> CLEC aggregate and Qwest Retail results	<b>Disaggregation Reporting:</b> Region-wide level.
<b>Formula:</b> $[(\text{Total Calls Answered by Center within 20 seconds}) \div (\text{Total Calls received by Center})] \times 100$	
<b>Explanation:</b> Percentage is derived from total number of calls answered within 20 seconds divided by total number of calls received.	
<b>Exclusions:</b> Time spent in the VRU Voice Response Unit is not counted.	
<b>Product Reporting:</b> Not applicable	<b>Standard:</b> Parity
<b>Availability:</b>  <b>Available</b>	<b>Notes:</b>

**OP-3 – Installation Commitments Met**

<b>Purpose:</b> Evaluates the extent to which Qwest installs services for Customers by the scheduled due date.	
<b>Description:</b> Measures the percentage of orders for which the scheduled due date is met. <ul style="list-style-type: none"> <li>All inward orders (Change, New, and Transfer order types) assigned a due date by Qwest and which are completed/closed during the reporting period are measured, subject to exclusions specified below. Change order types included in this measurement consist of all C orders representing inward activity (with "I" and "T" action coded line USOCs). <sup>NOTE 1</sup> Also included are orders with customer-requested due dates longer than the standard interval.</li> <li>Completion date on or before the Applicable Due Date recorded by Qwest is counted as a met due date. The Applicable Due Date is the original due date or, if changed or delayed by the customer, the most recently revised due date, subject to the following: If Qwest changes a due date for Qwest reasons, the Applicable Due Date is the customer-initiated due date, if any, that is (a) subsequent to the original due date and (b) prior to a Qwest-initiated, changed due date, if any.</li> </ul>	
<b>Reporting Period:</b> One month	
<b>Unit of Measure:</b> Percent	
<b>Reporting Comparisons:</b> CLEC aggregate, individual CLEC and Qwest Retail results	<b>Disaggregation Reporting:</b> Statewide level. <ul style="list-style-type: none"> <li>Results for product/services listed in Product Reporting under "MSA-Type Disaggregation" will be reported according to orders involving:                         <ul style="list-style-type: none"> <li>OP-3A Dispatches within MSAs;</li> <li>OP-3B Dispatches outside MSAs; and</li> <li>OP-3C No dispatches.</li> </ul> </li> <li>Results for products/services listed in Product Reporting under "Zone-type Disaggregation" will be disaggregated according to installations:                         <ul style="list-style-type: none"> <li>OP-3D In Interval Zone 1 areas; and</li> <li>OP-3E In Interval Zone 2 areas.</li> </ul> </li> </ul>
<b>Formula:</b> $\frac{[(\text{Total Orders completed in the reporting period on or before the Applicable Due Date}) \div (\text{Total Orders Completed in the Reporting Period})] \times 100}{}$	
<b>Explanation:</b> The percent commitments met is obtained by dividing the total number of service orders completed on or before the Applicable Due Date (as defined in the description above) by the total number of service orders completed during the measurement period.	
<b>Exclusions:</b> <ul style="list-style-type: none"> <li>Disconnect, From (another form of disconnect) and Record order types.</li> <li>Due dates missed for standard categories of customer and non-Qwest reasons. Standard categories of customer reasons are: previous service at the location did not have a customer-requested disconnect order issued, no access to customer premises, and customer hold for payment. Standard categories of non-Qwest reasons are: Weather, Disaster, and Work Stoppage.</li> <li>Records involving official company services.</li> <li>Records with invalid due dates or application dates.</li> <li>Records with invalid completion dates.</li> <li>Records with invalid product codes.</li> <li>Records missing data essential to the calculation of the measurement per the PID.</li> </ul>	

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<b>Product Reporting:</b>	<b>Standards:</b>
<b>MSA-Type Disaggregation -</b>	
• Resale	
Residential single line service	Parity with retail service
Business single line service	Parity with retail service
Centrex	Parity with retail service
Centrex 21	Parity with retail service
DS0 (non-designed provisioning)	Parity with retail service
PBX Trunks (non-designed provisioning)	Parity with retail service
Primary ISDN (non-designed provisioning)	Parity with retail service
Basic ISDN (non-designed provisioning)	Parity with retail service
Qwest DSL (non-designed provisioning)	Parity with retail service
• Unbundled Network Element – Platform (UNE-P) (POTS)	Parity with like retail service
• Unbundled Network Element – Platform (UNE-P) (Centrex )	Parity with retail Centrex
• Unbundled Loop – Analog (non-designed)	90%
• Shared Loop/Line Sharing	95%
• Sub-Loop Unbundling	Diagnostic
<b>Zone-Type Disaggregation -</b>	
• Resale	
Primary ISDN (designed provisioning)	Parity with retail service
Basic ISDN (designed provisioning)	Parity with retail service
DS0 (designed provisioning)	Parity with retail service
DS1	Parity with retail service
PBX Trunks (designed provisioning)	Parity with retail service
Qwest DSL (designed provisioning)	Parity with retail service
DS3 and higher bit-rate services (aggregate)	Parity with retail service
Frame Relay	Parity with retail service
• LIS Trunks	Parity with Feature Group D (aggregate)
• Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Parity with retail DS1 Private Line
UDIT – Above DS1 level	Parity with retail Private Lines above DS1 level
Dark Fiber – IOF	Diagnostic
• Unbundled Loops:	
Analog Loop (designed provisioning)	90%
Non-loaded Loop (2-wire)	90%
Non-loaded Loop (4-wire)	Parity with retail DS1 Private Line
DS1-capable Loop	Parity with retail DS1 Private Line
ISDN-capable Loop	Parity with retail ISDN BRI
ADSL-qualified Loop	90%
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate Private Line services (aggregate)
Dark Fiber – Loop	Diagnostic
Loops with Conditioning	90%
• E911/911 Trunks	Parity with retail E911/911 Trunks
• Enhanced Extended Links (EELs)	90%

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<b>Availability:</b> le	<b>Notes:</b> 1. Prior to Aug 01 results the specified Change order types (i.e., with "I" & "T" action codes) included some orders that do not strictly represent additional lines (in both wholesale and retail results). Specifically these include changes to existing lines, such as conversions, number changes, PIC changes, and class of service changes. Beginning with Aug 01 results Qwest developed the capability to exclude "Change" service orders that do not involve installation of lines.
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**OP-4 – Installation Interval**

<p><b>Purpose:</b>                  Evaluates the timeliness of Qwest's installation of services for customers, focusing on the average time to install service.</p>	
<p><b>Description:</b>                  Measures the average interval (in business days)<sup>NOTE 1</sup> between the application date and the completion date for service orders accepted and implemented.</p> <ul style="list-style-type: none"> <li>Includes all inward orders (Change, New, and Transfer order types) assigned a due date by Qwest and which are completed/closed during the reporting period, subject to exclusions specified below. Change order types for additional lines consist of all C orders representing inward activity (with "I" and "T" action coded line USOCs).<sup>NOTE 2</sup></li> <li>Intervals for each measured event are counted in whole days: the application date is day zero (0); the day following the application date is day one (1).</li> <li>The Applicable Due Date is the original due date or, if changed or delayed by the customer, the most recently revised due date, subject to the following: If Qwest changes a due date for Qwest reasons, the Applicable Due Date is the customer-initiated due date, if any, that is (a) subsequent to the original due date and (b) prior to a Qwest-initiated, changed due date, if any.<sup>NOTE 3</sup></li> <li>Time intervals associated with customer-initiated due date changes or delays occurring after the Applicable Due Date, as applied in the formula below, are calculated by subtracting the latest Qwest-initiated due date, if any, following the Applicable Due Date, from the subsequent customer-initiated due date, if any.<sup>NOTE 3</sup></li> </ul>	
<p><b>Reporting Period:</b> One month</p>	
<p><b>Unit of Measure:</b> Average Business Days</p>	
<p><b>Reporting Comparisons:</b>                  CLEC aggregate, individual CLEC and Qwest Retail results</p>	<p><b>Disaggregation Reporting:</b> Statewide level.</p> <ul style="list-style-type: none"> <li>Results for product/services listed in Product Reporting under "MSA-Type Disaggregation" will be reported according to orders involving:                      OP-4A Dispatches within MSAs;                      OP-4B Dispatches outside MSAs; and                      OP-4C No dispatches.</li> <li>Results for products/services listed in Product Reporting under "Zone-type Disaggregation" will be disaggregated according to installations:                      OP-4D In Interval Zone 1 areas; and                      OP-4E In Interval Zone 2 areas.</li> </ul>
<p><b>Formula:</b>  <math display="block">\frac{\Sigma[(\text{Order Completion Date}) - (\text{Order Application Date}) - (\text{Time interval between the Original Due Date and the Applicable Date}) - (\text{Time intervals associated with customer-initiated due date changes or delays occurring after the Applicable Due Date})]}{\text{Total Number of Orders Completed in the reporting period}}</math></p>	
<p><b>Explanation:</b> The average installation interval is derived by dividing the sum of installation intervals for all orders (in business days)<sup>NOTE 1</sup> by total number of service orders completed in the reporting period.</p>	
<p><b>Exclusions:</b></p> <ul style="list-style-type: none"> <li>Orders with customer requested original due dates greater than the current standard interval. (This exclusion does <u>not</u> apply to LIS trunks, E911 and products involving dispatches reported under "MSA-Type Disaggregation," for which orders for all requested intervals are included. These exceptions to this exclusion will be removed as Qwest develops the corresponding measurement capability, at which time this definition will be updated.)</li> <li>Disconnect, From (another form of disconnect) and Record order types.</li> <li>Records involving official company services.</li> <li>Records with invalid due dates or application dates.</li> <li>Records with invalid completion dates.</li> <li>Records with invalid product codes.</li> <li>Records missing data essential to the calculation of the measurement per the PID.</li> </ul>	

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<b>Product Reporting:</b>	<b>Standards:</b>
<b>MSA-Type Disaggregation -</b>	
• Resale	
Residential single line service	Parity with retail service
Business single line service	Parity with retail service
Centrex	Parity with retail service
Centrex 21	Parity with retail service
DS0 (non-designed provisioning)	Parity with retail service
PBX Trunks (non-designed provisioning)	Parity with retail service
Primary ISDN (non-designed provisioning)	Parity with retail service
Basic ISDN (non-designed provisioning)	Parity with retail service
Qwest DSL (non-designed provisioning)	Parity with retail service
• Unbundled Network Element – Platform (UNE-P) (POTS)	Parity with like retail service
• Unbundled Network Element – Platform (UNE-P) (Centrex)	Parity with retail Centrex
• Unbundled Loop – Analog (non-designed)	6 days
• Shared Loop/Line Sharing	3.3 days
• Sub-Loop Unbundling	Diagnostic
<b>Zone-Type Disaggregation -</b>	
• Resale	
Primary ISDN (designed provisioning)	Parity with retail service
Basic ISDN(designed provisioning)	Parity with retail service
DS0 (designed provisioning)	Parity with retail service
DS1	Parity with retail service
PBX Trunks (designed provisioning)	Parity with retail service
Qwest DSL (designed provisioning)	Parity with retail service
DS3 and higher bit-rate services (aggregate)	Parity with retail service
Frame Relay	Parity with retail service
• LIS Trunks	Parity with Feature Group D (aggregate)
• Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Parity with DS1 Private Line Service
UDIT – Above DS1 level	Parity with Private Lines above DS1 level
Dark Fiber – IOF	Diagnostic
• Unbundled Loops:	
Analog Loop (designed provisioning)	6 days
Non-loaded Loop (2-wire)	6 days
Non-loaded Loop (4-wire)	Parity with retail DS1 Private Line
DS1-capable Loop	Parity with retail DS1 Private Line
ISDN-capable Loop	Parity with retail ISDN BRI
ADSL-qualified Loop	6 days
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate services (aggregate)
Dark Fiber – Loop	Diagnostic
Loops with Conditioning	16.5 days
• E911/911 Trunks	Parity with retail E911/911 Trunks
• Enhanced Extended Links (EELs)	Diagnostic

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<p><b>Availability:</b>          Available: (except as specified below)          Under Development:          Saturday counted as a business day for:</p> <ul style="list-style-type: none"> <li>• Resale/Retail Residence (non-dispatched orders) – beginning with Dec 01 data on the Mar 02 report.</li> <li>• Resale/Retail Business and UNE-P (POTS) (non-dispatched orders) – beginning with Dec 01 data on the Apr 02 report.</li> </ul>	<p><b>Notes:</b></p> <ol style="list-style-type: none"> <li>1. For OP-4C, Saturday is counted as a business day for all orders for Resale Residence, Resale Business, and UNE-P (POTS), as well as for the retail analogues specified above as standards. For all other products under OP-4C and for all products under OP-4A, -4B, -4D, and -4E (effective with Dec 01 results and forward, beginning in the Apr 02 report). Saturday is counted as a business day when the service order is due or completed on Saturday.</li> <li>2. Prior to Aug 01 results the specified Change order types (i.e., with "I" &amp; "T" action codes) included some orders that do not strictly represent additional lines (in both wholesale and retail results). Specifically these include changes to existing lines, such as conversions, number changes, PIC changes, and class of service changes. Beginning with Aug 01 results Qwest developed the capability to exclude "Change" service orders that do not involve installation of lines.</li> <li>3. According to this definition, the Applicable Due Date can change, per successive customer-initiated due date changes or delays, up to the point when a Qwest-initiated due date change occurs. At that point, the Applicable Due Date becomes fixed (i.e., with no further changes) as the date on which it was set prior to the first Qwest-initiated due date change, if any. Following the first Qwest-initiated due date change, any further customer-initiated due date changes or delays are measured as time intervals that are subtracted as indicated in the formula. These delay time intervals are calculated as stated in the description. (Though infrequent, in cases where multiple Qwest-initiated due date changes occur, the stated method for calculating delay intervals is applied to each pair of Qwest-initiated due date change and subsequent customer-initiated due date change or delay. The intervals thus calculated from each pairing of Qwest and customer-initiated due dates are summed and then subtracted as indicated in the formula.) The result of this approach is that Qwest-initiated impacts on intervals are counted in the reported interval, and customer-initiated impacts on intervals are not counted in the reported interval.</li> </ol>
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**OP-5 – New Service Installation Quality**

<p><b>Purpose:</b>                  Evaluates quality of ordering and installation of services, focusing on the percentage of average monthly new order installations that were free of trouble reports for thirty (30) calendar days following installation, including the percentage of new service installations that experienced a trouble report on the installation date after the order is reported as work complete by the technician.</p>	
<p><b>Description:</b>                  OP-5 Measures the monthly average percentage of new installations that are free of trouble reports within 30 calendar days of initial installation.</p> <ul style="list-style-type: none"> <li>• New installation orders used in calculating this performance indicator (appearing in the numerator and the denominator of the OP-5 formula shown below) are all inward orders for the current and previous reporting periods, including Change (C-type) orders for additional lines. Change order types included in this measurement consist of all C orders representing inward activity (with "I" and "T" action coded line USOCs), <sup>NOTE 1</sup> (The average monthly number of new installation orders calculated in the denominator of the formula shown below will be rounded up to the nearest integer whole number.)</li> <li>• All trouble reports (for both out-of-service and service-affecting conditions) closed within the reporting period, which were received within thirty (30) days of the original installation of service, including on the day the order is installed are measured (for use in the numerator of the formula shown below), subject to exclusions shown below.</li> <li>• Because the trouble reports in the numerator of this measurement are reported on a per-line basis and therefore may exceed the number of orders it is possible for the numerator, and thus the reported result, to be negative. Accordingly, a lower limit of zero will be applied to the numerator of this measurement, reflecting that there cannot be a negative number of "new service installations."</li> <li>• Includes both out of service and service affecting trouble reports, subject to exclusions shown below.</li> </ul>	
<p><b>Reporting Period:</b> One month (for trouble reports); Average of prior and current reporting month (for new installation activity)</p>	<p><b>Unit of Measure:</b> Percent</p>
<p><b>Reporting Comparisons:</b> CLEC aggregate, individual CLEC and Qwest Retail results</p>	<p><b>Disaggregation Reporting:</b> Statewide level</p>
<p><b>Formula:</b>  <math display="block">\left[ \frac{((\text{Number of New Installation Orders completed in the [prior + current months]/2^*) - (\text{Total Number of New Installation-related Trouble Reports closed in the reporting period within 30 Calendar Days of Order Completion, including on the day the order is installed}))}{(\text{Number of New Installation Orders completed in the [prior + current months]/2^*)} \right] \times 100</math></p> <p>* The value of the two-month average New Installation Orders completed is rounded up to an integer value.</p>	
<p><b>Exclusions:</b></p> <ul style="list-style-type: none"> <li>• Trouble reports coded as follows (applies to the trouble reports subtracted from the New Installation Orders in the numerator of OP-5):                         <ul style="list-style-type: none"> <li>- For products measured from MTAS data trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13);</li> <li>- For products measured from WFA (Workforce Administration) data, trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE)</li> </ul> </li> <li>• Subsequent trouble reports of any trouble on the installed service before the original trouble report is closed.</li> <li>• Information tickets generated for internal Qwest system/network monitoring purposes.</li> <li>• Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete.</li> <li>• Disconnect, From (another form of disconnect) and Record order types.</li> <li>• Records involving official company services.</li> <li>• Records with invalid due dates, application dates, or start dates.</li> </ul>	

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<ul style="list-style-type: none"> <li>Records with invalid completion, cleared, or closed dates.</li> <li>Records with invalid product codes.</li> <li>Records missing data essential to the calculation of the measurement per the PID.</li> </ul>	
<b>Product Reporting:</b>	<b>Standards:</b>
<ul style="list-style-type: none"> <li>Resale</li> </ul>	
Residential single line service	Parity with retail service
Business single line service	Parity with retail service
Centrex	Parity with retail service
Centrex 21	Parity with retail service
PBX Trunks	Parity with retail service
Basic ISDN	Parity with retail service
Qwest DSL	Parity with retail service
Primary ISDN	Parity with retail service
DS0	Parity with retail service
DS1	Parity with retail service
DS3 and higher bit-rate services (aggregate)	Parity with retail service
Frame Relay	Parity with retail service
<ul style="list-style-type: none"> <li>Unbundled Network Element – Platform (UNE-P) (POTS)</li> </ul>	Parity with like retail service
<ul style="list-style-type: none"> <li>Unbundled Network Element – Platform (UNE-P) (Centrex)</li> </ul>	Parity with retail Centrex
<ul style="list-style-type: none"> <li>Shared Loop/Line Sharing</li> </ul>	Parity with retail RES & BUS POTS
<ul style="list-style-type: none"> <li>Sub-Loop Unbundling</li> </ul>	Diagnostic
<ul style="list-style-type: none"> <li>LIS Trunks</li> </ul>	Parity with Feature Group D (aggregate)
<ul style="list-style-type: none"> <li>Unbundled Dedicated Interoffice Transport (UDIT)</li> </ul>	
UDIT – DS1 level	Parity with retail DS1 Private Lines
UDIT – Above DS1 level	Parity with retail Private Lines above DS1 level
Dark Fiber – IOF	Diagnostic
<ul style="list-style-type: none"> <li>Unbundled Loops:</li> </ul>	
Analog Loop	Parity with retail Res & Bus POTS with dispatch
Non-loaded Loop (2-wire)	Parity with retail ISDN BRI
Non-loaded Loop (4-wire)	Parity with retail DS1
DS1-capable Loop	Parity with retail DS1
ISDN-capable Loop	Parity with retail ISDN BRI
ADSL-qualified Loop	Parity with retail Qwest DSL with dispatch
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate services (aggregate)
Dark Fiber – Loop	Diagnostic
<ul style="list-style-type: none"> <li>E911/911 Trunks</li> </ul>	Parity with retail E911/911 Trunks
<ul style="list-style-type: none"> <li>Enhanced Extended Links (EELs)</li> </ul>	Diagnostic
<b>Availability:</b> Available	<b>Notes:</b> Prior to Aug 01 results, the specified Change order types (i.e., with “I” & “T” action codes) included some orders that do not strictly represent additional lines (in both wholesale and retail results). Specifically these include changes to existing lines, such as conversions, number changes, PIC changes, and class of service changes. Beginning with Aug 01 results Qwest developed the capability to exclude "Change" service orders that do not involve installation of lines.

**OP-6 – Delayed Days**

<p><b>Purpose:</b>                  Evaluates the extent Qwest is late in installing services for customers, focusing on the average number of days that late orders are completed beyond the committed due date.</p>	
<p><b>Description:</b>                  OP-6A – Measures the average number of business days <sup>NOTE 1</sup> that service is delayed beyond the Applicable Due Date for non-facility reasons attributed to Qwest.</p> <ul style="list-style-type: none"> <li>Includes all inward orders (Change, New, and Transfer order types) that are completed/closed during the reporting period, later, due to non-facility reasons, than the Applicable Due Date recorded by Qwest, subject to exclusions specified below.</li> </ul> <p>OP-6B – Measures the average number of business days <sup>NOTE 1</sup> that service is delayed beyond the Applicable Due Date for facility reasons attributed to Qwest.</p> <ul style="list-style-type: none"> <li>Includes all inward orders (Change, New, and Transfer order types) that are completed/closed during the reporting period later due to facility reasons than the original due date recorded by Qwest, subject to exclusions specified below.</li> </ul> <p><u>For both OP-6A and OP-6B:</u></p> <ul style="list-style-type: none"> <li>Change order types for additional lines consist of “C” orders with “I” and “T” action coded line USOCs. <sup>NOTE 2</sup></li> <li>The Applicable Due Date is the original due date or, if changed or delayed by the customer, the most recently revised due date, subject to the following: If Qwest changes a due date for Qwest reasons, the Applicable Due Date is the customer-initiated due date, if any, that is (a) subsequent to the original due date and (b) prior to a Qwest-initiated, changed due date, if any. <sup>NOTE 3</sup></li> <li>Time intervals associated with customer-initiated due date changes or delays occurring after the Applicable Due Date, as applied in the formula below, are calculated by subtracting the latest Qwest-initiated due date, if any, following the Applicable Due Date, from the subsequent customer-initiated due date, if any. <sup>NOTE 3</sup></li> </ul>	
<p><b>Reporting Period:</b> One month</p>	<p><b>Unit of Measure:</b> Average Business Days</p>
<p><b>Reporting Comparisons:</b>                  CLEC aggregate, individual CLEC and Qwest Retail results</p>	<p><b>Disaggregation Reporting:</b> Statewide level.</p> <ul style="list-style-type: none"> <li>Results for products/services listed under Product Reporting under “MSA-type Disaggregation” will be reported for OP-6A and OP-6B according to orders involving:                         <ol style="list-style-type: none"> <li>Dispatches within MSAs;</li> <li>Dispatches outside MSAs; and</li> <li>No dispatches.</li> </ol> </li> <li>Results for products/services listed in Product Reporting under “Zone-type Disaggregation” will be disaggregated according to installations:                         <ol style="list-style-type: none"> <li>In Interval Zone 1 areas; and</li> <li>In Interval Zone 2 areas.</li> </ol> </li> </ul>
<p><b>Formula:</b>                  OP-6A = <math>\frac{\sum[(\text{Actual Completion Date of late order for non-facility reasons}) - (\text{Applicable Due Date of late order}) - (\text{Time intervals associated with customer-initiated due date changes or delays occurring after the Applicable Due Date})]}{(\text{Total Number of Late Orders for non-facility reasons completed in the reporting period})}</math></p> <p>OP-6B = <math>\frac{\sum[(\text{Actual Completion Date of late order for facility reasons}) - (\text{Applicable Due Date of late order}) - (\text{Time intervals associated with customer-initiated due date changes or delays occurring after the Applicable Due Date})]}{(\text{Total Number of Late Orders for facility reasons completed in the reporting period})}</math></p>	

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<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Disconnect, From (another form of disconnect) and Record order types.</li> <li>• Records involving official company services.</li> <li>• Records with invalid due dates or application dates.</li> <li>• Records with invalid completion dates.</li> <li>• Records with invalid product codes.</li> <li>• Records missing data essential to the calculation of the measurement per the PID.</li> </ul>	
<b>Product Reporting:</b>	<b>Standards:</b>
<b>MSA-Type Disaggregation -</b>	
<ul style="list-style-type: none"> <li>• Resale</li> </ul>	
Residential single line service	Parity with retail service
Business single line service	Parity with retail service
Centrex	Parity with retail service
Centrex 21	Parity with retail service
DS0 (non-designed provisioning)	Parity with retail service
PBX Trunks (non-designed provisioning)	Parity with retail service
Primary ISDN (non-designed provisioning)	Parity with retail service
Basic ISDN (non-designed provisioning)	Parity with retail service
Qwest DSL (non-designed provisioning)	Parity with retail service
<ul style="list-style-type: none"> <li>• Unbundled Network Element – Platform (UNE-P) (POTS)</li> </ul>	Parity with like retail service
<ul style="list-style-type: none"> <li>• Unbundled Network Element – Platform (UNE-P) (Centrex)</li> </ul>	Parity with retail Centrex
<ul style="list-style-type: none"> <li>• Unbundled Loop – Analog (non-designed)</li> </ul>	Parity with retail Res & Bus POTS with dispatch
<ul style="list-style-type: none"> <li>• Shared Loop/Line Sharing</li> </ul>	Diagnostic
<ul style="list-style-type: none"> <li>• Sub-Loop Unbundling</li> </ul>	Diagnostic
<b>Zone-type Disaggregation -</b>	
<ul style="list-style-type: none"> <li>• Resale</li> </ul>	
Primary ISDN (designed provisioning)	Parity with retail service
Basic ISDN (designed provisioning)	Parity with retail service
DS0 (designed provisioning)	Parity with retail service
DS1	Parity with retail service
PBX Trunks (designed provisioning)	Parity with retail service
Qwest DSL (designed provisioning)	Parity with retail service
DS3 and higher bit-rate services (aggregate)	Parity with retail service
Frame Relay	Parity with retail service
<ul style="list-style-type: none"> <li>• LIS Trunks</li> </ul>	Parity with Feature Group D (aggregate)
<ul style="list-style-type: none"> <li>• Unbundled Dedicated Interoffice Transport (UDIT)</li> </ul>	
UDIT – DS1 level	Parity with retail DS1 Private Line- Service
UDIT – Above DS1 level	Parity with retail Private Line- Services above DS1 level
Dark fiber – IOF	Diagnostic
<ul style="list-style-type: none"> <li>• Unbundled Loops:</li> </ul>	
Analog Loop (designed provisioning)	Parity with retail Res and Bus POTS with dispatch
Non-loaded Loop (2-wire)	Parity with retail ISDN BRI
Non-loaded Loop (4-wire)	Parity with retail DS1 Private Line
DS1-capable Loop	Parity with retail DS1 Private Line
ISDN-capable Loop	Parity with retail ISDN BRI
ADSL-qualified Loop	Parity with retail Qwest DSL, with dispatch
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate Private Line services (aggregate)
Dark Fiber – Loop	Diagnostic

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<ul style="list-style-type: none"> <li>E911/911 Trunks</li> </ul>	Parity with retail E911/911 Trunks
<ul style="list-style-type: none"> <li>Enhanced Extended Links (EELs)</li> </ul>	Diagnostic
<p><b>Availability:</b>          Available (except as specified below)</p> <p><b>Development:</b>          Saturday counted as a business day for:</p> <ul style="list-style-type: none"> <li>Resale/Retail Residence (non-dispatched orders) – beginning with Dec 01 data on the Mar 02 report.</li> <li>Resale/Retail Business and UNE-P (POTS) (non-dispatched orders) – beginning with Dec 01 data on the Apr 02 report.</li> </ul>	<p><b>Notes:</b></p> <ol style="list-style-type: none"> <li>For OP-6A-3 and OP-6B-3, Saturday is counted as a business day for all orders for Resale Residence, Resale Business, and UNE-P (POTS), as well as for the retail analogues specified above as standards. For all other products under OP-6A-3 and OP-6B-3, and for all products under OP-6A-1, -6A-2, -6A-4, -6A-5, -6B-1, -6B-2, -6B-4, and -6B-5 (effective with Dec 01 results and forward, beginning in the Apr 02 report). Saturday is counted as a business day when the service order is due or completed on Saturday.</li> <li>Prior to Aug 01 results the specified Change order types (i.e., with “I” &amp; “T” action codes) included some orders that do not strictly represent additional lines (in both wholesale and retail results). Specifically these include changes to existing lines, such as conversions, number changes, PIC changes, and class of service changes. Beginning with Aug 01 results Qwest developed the capability to exclude "Change" service orders that do not involve installation of lines.</li> <li>According to this definition, the Applicable Due Date can change, per successive customer-initiated due date changes or delays, up to the point when a Qwest-initiated due date change occurs. At that point, the Applicable Due Date becomes fixed (i.e., with no further changes) as the date on which it was set prior to the first Qwest-initiated due date change, if any. Following the first Qwest-initiated due date change, any further customer-initiated due date changes or delays are measured as time intervals that are subtracted as indicated in the formula. These delay time intervals are calculated as stated in the description. (Though infrequent, in cases where multiple Qwest-initiated due date changes occur, the stated method for calculating delay intervals is applied to each pair of Qwest-initiated due date change and subsequent customer-initiated due date change or delay. The intervals thus calculated from each pairing of Qwest and customer-initiated due dates are summed and then subtracted as indicated in the formula.) The result of this approach is that Qwest-initiated impacts on intervals are counted in the reported interval, and customer-initiated impacts on intervals are not counted in the reported interval.</li> </ol>

**OP-7 – Coordinated “Hot Cut” Interval – Unbundled Loop**

<b>Purpose:</b> Evaluates the duration of completing coordinated “hot cuts” of unbundled loops, focusing on the time actually involved in disconnecting the loop from the Qwest network and connecting/testing the loop.	
<b>Description:</b> Measures the average time to complete coordinated “hot cuts” for unbundled loops, based on intervals beginning with the “lift” time and ending with the completion time of Qwest’s applicable tests for the loop. <ul style="list-style-type: none"> <li>• Includes all coordinated hot cuts of unbundled loops that are completed/closed during the reporting period, subject to exclusions specified below.</li> <li>• “Hot cut” refers to moving the service of existing customers from Qwest’s switch/frames to the CLEC’s equipment, via unbundled loops, that will serve the customers.</li> <li>• “Lift” time is defined as when Qwest disconnects the existing loop.</li> <li>• ”Completion time” is defined as when Qwest completes the applicable tests after connecting the loop to the CLEC.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Hours and Minutes
<b>Reporting Comparisons:</b> CLEC aggregate and individual CLEC results	<b>Disaggregation Reporting:</b> Statewide level.
<b>Formula:</b> $\frac{\sum[\text{Completion time} - \text{Lift time}]}{\text{(Total Number of unbundled loops with coordinated cutovers completed in the reporting period)}}$	
<b>Exclusions:</b> <ul style="list-style-type: none"> <li>• Time intervals associated with CLEC-caused delays.</li> <li>• Records missing data essential to the calculation of the measurement per the PID.</li> <li>• Invalid start/stop dates/times or invalid scheduled date/times.</li> </ul>	
<b>Product Reporting:</b> Coordinated Unbundled Loops – Reported separately for: <ul style="list-style-type: none"> <li>• Analog Loops</li> <li>• All other Loop Types</li> </ul>	<b>Standard:</b> Diagnostic in light of OP-13 (Coordinated Cuts On Time)
<b>Availability:</b>  Available	<b>Notes:</b>

**OP-8 – Number Portability Timeliness**

<b>Purpose:</b> Evaluates the timeliness of cutovers of local number portability (LNP).	
<b>Description:</b> OP-8B – LNP Timeliness with Loop Coordination (percent): Measures the percentage of coordinated LNP triggers set prior to the scheduled start time for the loop. <ul style="list-style-type: none"> <li>• All orders for LNP coordinated with unbundled loops that are completed/closed during the reporting period are measured, subject to exclusions specified below.</li> </ul> OP-8C – LNP Timeliness without Loop Coordination (percent): Measures the percentage of LNP triggers set prior to the Frame Due Time or scheduled start time for the LNP cutover as applicable. <ul style="list-style-type: none"> <li>• All orders for LNP for which coordination with a loop was not requested that are completed/closed during the reporting period are measured (including standalone LNP coordinated with other than Qwest-provided Unbundled Loops and non-coordinated, standalone LNP), subject to exclusions specified below.</li> <li>• For purposes of these measurements (OP-8B and -8C), “trigger” refers to the “10-digit unconditional trigger” or Line Side Attribute (LSA) that is set or translated by Qwest.</li> <li>• “Scheduled start time” is defined as the confirmed appointment time (as stated on the FOC), or a newly negotiated time. In the case of LNP cutovers coordinated with loops, the scheduled time used in this measurement will be no later than the “lay” time for the loop.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Percent of triggers set on time
<b>Reporting Comparisons:</b> CLEC aggregate and individual CLEC results	<b>Disaggregation Reporting:</b> Statewide level.
<b>Formula:</b> OP-8B = [(Number of LNP triggers set before the scheduled time for the coordinated loop cutover) ÷ (Total Number of LNP activations coordinated with unbundled loops completed)] x 100  OP-8C = [(Number of LNP triggers set before the Frame Due Time or Scheduled Start Time) ÷ (Total Number of LNP activations without loop cutovers completed)] x 100	
<b>Exclusions:</b> <ul style="list-style-type: none"> <li>• CLEC-caused delays in trigger setting.</li> <li>• LNP requests that do not involve automatic triggers (e.g., DID lines without separate, unique telephone numbers and Centrex 21).</li> <li>• LNP requests for which the records used as sources of data for these measurements have the following types of errors:                             <ul style="list-style-type: none"> <li>– Records with no PON (purchase order number) or STATE</li> <li>– Records where triggers cannot be set due to switch capabilities</li> <li>– Records with invalid due dates, application dates, or start dates.</li> <li>– Records with invalid completion dates.</li> <li>– Records missing data essential to the calculation of the measurement per the PID.</li> <li>– Invalid start/stop dates/times or invalid frame due or scheduled date/times.</li> </ul> </li> </ul>	
<b>Product Reporting:</b> None	<b>Standard:</b> 95%
<b>Availability:</b>  <b>Available</b>	<b>Notes:</b>

**OP-13 – Coordinated Cuts On Time – Unbundled Loop**

<p><b>Purpose:</b>                  Evaluates the percentage of coordinated cuts of unbundled loops that are completed on time, focusing on cuts completed within one hour of the committed order due time and the percent that were started without CLEC approval.</p>	
<p><b>Description:</b></p> <ul style="list-style-type: none"> <li>• Includes all LSRs for coordinated cuts of unbundled loops that are completed/closed during the reporting period, subject to exclusions specified below.</li> <li>• OP-13A – Measures the percentage of LSRs (CLEC orders) for all coordinated cuts of unbundled loops that are started and completed on time. For coordinated loop cuts to be counted as “on time” in this measurement, the CLEC must agree to the start time, and Qwest must (1) receive verbal CLEC approval before starting the cut or lifting the loop, (2) complete the physical work and appropriate tests, (3) complete the Qwest portion of any associated LNP orders and (4) call the CLEC with completion information, all within one hour of the time interval defined by the committed order due time.</li> <li>• OP-13B – Measures the percentage of all LSRs for coordinated cuts of unbundled loops that are actually started without CLEC approval.</li> <li>• “Scheduled start time” is defined as the confirmed appointment time (as stated on the FOC), or a newly negotiated appointment time.</li> <li>• The “committed order due time” is based on the number and type of loops involved in the cut and is calculated by adding the applicable time interval from the following list to the scheduled start time:                         <ul style="list-style-type: none"> <li>– Analog unbundled loops:                                 <ul style="list-style-type: none"> <li>1 to 16 lines: 1 Hour</li> <li>17 to 24 lines: 2 Hours</li> <li>25+ lines: Project*</li> </ul> </li> <li>– All other unbundled loops:                                 <ul style="list-style-type: none"> <li>1 to 5 lines: 1 Hour</li> <li>6 to 8 lines: 2 Hours</li> <li>9 to 11 lines: 3 Hours</li> <li>12 to 24 lines: 4 Hours</li> <li>25+ lines: Project*</li> </ul> </li> </ul> <p>*For Projects scheduled due dates and scheduled start times will be negotiated between CLEC and Qwest, but no committed order due time is established. Therefore, projects are not included in OP-13A (see exclusion below).</p> </li> <li>• “Stop” time is defined as when Qwest notifies the CLEC that the Qwest physical work and the appropriate tests have been successfully accomplished, including the Qwest portion of any coordinated LNP orders.</li> <li>• Time intervals following the scheduled start time or during the cutover process associated with customer-caused delays are subtracted from the actual cutover duration.</li> <li>• Where Qwest’s records of completed coordinated cut transactions are missing evidence of CLEC approval of the cutover, the cut will be counted as a miss under both OP-13A and OP-13B.</li> </ul>	
<p><b>Reporting Period:</b> One month</p>	<p><b>Unit of Measure:</b> Percent</p>
<p><b>Reporting Comparisons:</b> CLEC aggregate and individual CLEC results</p>	<p><b>Disaggregation Reporting:</b> Statewide level.                  Results for this measurement will be reported according to:                  OP-13A Cuts Completed On Time                  OP-13B Cuts Started Without CLEC Approval</p>

**OP-13 – Coordinated Cuts On Time – Unbundled Loop (continued)**

<p><b>Formula:</b>                  OP-13A = <math>[(\text{Count of LSRs for Coordinated Unbundled Loop cuts completed "On Time"}) \div (\text{Total Number of LSRs for Coordinated Unbundled Loop Cuts completed in the reporting period})] \times 100</math>                   OP-13B = <math>[(\text{Count of LSRs for Coordinated Unbundled Loop cuts whose actual start time occurs without CLEC approval}) \div (\text{Total Number of LSRs for Coordinated Unbundled Loop Cuts completed in the reporting period})] \times 100</math></p>	
<p><b>Exclusions:</b>                  Applicable to OP-13A:  <ul style="list-style-type: none"> <li>• Loop cuts that involve CLEC-requested non-standard methodologies, processes, or timelines.</li> </ul>                 OP-13A &amp; OP-13B  <ul style="list-style-type: none"> <li>• Records with invalid completion dates.</li> <li>• Records missing data essential to the calculation of the measurement per the PID which are not otherwise designated to be "counted as a miss".</li> <li>• Invalid start/stop dates/times or invalid scheduled date/times.</li> <li>• Projects involving 25 or more lines.</li> </ul> </p>	
<p><b>Product Reporting:</b> Coordinated Unbundled Loops – Reported separately for:  <ul style="list-style-type: none"> <li>• Analog Loops</li> <li>• All Other Loops</li> </ul> </p>	<p><b>Standard:</b>                  OP-13A: 95 Percent or more                  OP-13B: Diagnostic</p>
<p><b>Availability:</b>                  Available</p>	<p><b>Notes:</b></p>

**OP-15 – Interval for Pending Orders Delayed Past Due Date**

<p><b>Purpose:</b>                  Evaluates the extent to which Qwest’s pending orders are late, focusing on the average number of days the pending orders are delayed past the Applicable Due Date, as of the end of the reporting period.</p>	
<p><b>Description:</b>                  OP-15A – Measures the average number of business days that pending orders are delayed beyond the Applicable Due Date for reasons attributed to Qwest.</p> <ul style="list-style-type: none"> <li>▪ Includes all pending inward orders (Change, New, and Transfer order types) for which the Applicable Due Date recorded by Qwest has been missed, subject to exclusions specified below. Change order types included in this measurement consist of all “C” orders representing inward activity (with “I” and “T” action coded line USOCs).  <small>NOTE 2</small></li> <li>▪ The Applicable Due Date is the original due date or, if changed or delayed by the customer, the most recently revised due date, subject to the following: If Qwest changes a due date for Qwest reasons, the Applicable Due Date is the customer-initiated due date, if any, that is (a) subsequent to the original due date and (b) prior to a Qwest-initiated, changed due date, if any.  <small>NOTE 3</small></li> <li>▪ Time intervals associated with customer-initiated due date changes or delays occurring after the Applicable Due Date, as applied in the formula below, are calculated by subtracting the latest Qwest-initiated due date, if any, following the Applicable Due Date, from the subsequent customer-initiated due date, if any.  <small>NOTE 3</small></li> </ul> <p>OP-15B – Reports the number of pending orders measured in the numerator of OP-15A that were delayed for Qwest facility reasons.</p>	
<p><b>Reporting Period:</b> One month</p>	<p><b>Unit of Measure:</b>                  OP-15A – Average Business Days <small>NOTE 4</small>                  OP-15B – Number of orders pending facilities</p>
<p><b>Reporting Comparisons:</b>                  CLEC aggregate, individual CLEC, Qwest retail</p>	<p><b>Disaggregation Reporting:</b>                  Statewide</p>
<p><b>Formula:</b>                  OP-15A = <math>\frac{\sum[(\text{Last Day of Reporting Period}) - (\text{Applicable Due Date of Late Pending Order}) - (\text{Time intervals associated with customer-initiated due date changes or delays occurring after the Applicable Due Date})]}{(\text{Total Number of Pending Orders Delayed for Qwest reasons as of the last day of Reporting Period})}</math></p> <p>OP-15B = Count of pending orders measured in numerator of OP-15A that were delayed for Qwest facility reasons</p>	
<p><b>Exclusions:</b></p> <ul style="list-style-type: none"> <li>• Disconnect, From (another form of disconnect) and Record order types.</li> <li>• Records involving official company services.</li> <li>• Records with invalid due dates or application dates.</li> <li>• Records with invalid product codes.</li> <li>• Records missing data essential to the calculation of the measurement per the PID.</li> </ul>	

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<b>Product Reporting:</b>	<b>Standards: OP-15B = diagnostic only For OP-15A:</b>
• Resale	
Residential single line service	Diagnostic (Expectation: Parity with retail service)
Business single line service	Diagnostic (Expectation: Parity with retail service)
Centrex	Diagnostic (Expectation: Parity with retail service)
Centrex 21	Diagnostic (Expectation: Parity with retail service)
PBX Trunk	Diagnostic (Expectation: Parity with retail service)
Basic ISDN	Diagnostic (Expectation: Parity with retail service)
Qwest DSL	Diagnostic (Expectation: Parity with retail service)
Primary ISDN	Diagnostic (Expectation: Parity with retail service)
DS0	Diagnostic (Expectation: Parity with retail service)
DS1	Diagnostic (Expectation: Parity with retail service)
DS3 and higher bit-rate services (aggregate)	Diagnostic (Expectation: Parity with retail service)
Frame Relay	Diagnostic (Expectation: Parity with retail service)
• Unbundled Network Element – Platform (UNE-P) (POTS)	Diagnostic (Expectation: Parity with retail service)
• Unbundled Network Element – Platform (UNE-P) (Centrex)	Diagnostic (Expectation: Parity with retail Centrex)
• Shared Loop/Line Sharing	Diagnostic
• Sub-Loop Unbundling	Diagnostic
• LIS Trunks	Diagnostic (Expectation: Parity with Feature Group D (aggregate)) (separately reported)
• Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Diagnostic (Expectation: Parity with DS1 Private Line- Service)
UDIT – Above DS1 level	Diagnostic (Expectation: Parity with Private Line-Services above DS1 level)
Dark Fiber – IOF	Diagnostic
• Unbundled Loops:	
Analog Loop	Diagnostic (Expectation: Parity with retail Res and Bus POTS with dispatch)
Non-loaded Loop (2-wire)	Diagnostic (Expectation: Parity with retail ISDN BRI)
Non-loaded Loop (4-wire)	Diagnostic (Expectation: Parity with retail DS1)
DS1-capable Loop	Diagnostic (Expectation: Parity with retail DS1)
ISDN-capable Loop	Diagnostic (Expectation: Parity with ISDN-BRI)
ADSL-qualified Loop	Diagnostic (Expectation: Parity with retail Qwest DSL with dispatch)
Loop types of DS3 or higher bit rate (aggregate)	Diagnostic (Expectation: Parity with retail DS3 and higher bit-rate services (aggregate))
Dark Fiber – Loop	Diagnostic
• E911/911 Trunks	Diagnostic (Expectation: Parity with retail E911/911 Trunks)
• Enhanced Extended Links (EELs)	Diagnostic

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<p><b>Availability:</b>          Available (except as specified below)</p> <p>Under Development:          Saturday counted as a business day for:</p> <ul style="list-style-type: none"> <li>• Resale/Retail Residence (non-dispatched orders) – beginning with Dec 01 data on the Mar 02 report.</li> <li>• Resale/Retail Business and UNE-P (POTS) (non-dispatched orders) – beginning with Dec 01 data on the Apr 02 report.</li> </ul>	<p><b>Notes:</b></p> <ol style="list-style-type: none"> <li>1. Through Jan 01 results reported include products that flow through the design process only. Beginning with Feb 01, results reported include both design flow and non-design flow for products.</li> <li>2. Prior to Aug 01 results the specified Change order types (i.e., with “I” &amp; “T” action codes) included some orders that do not strictly represent additional lines (in both wholesale and retail results). Specifically these include changes to existing lines, such as conversions, number changes, PIC changes, and class of service changes. Beginning with Aug 01 results Qwest developed the capability to exclude "Change" service orders that do not involve installation of lines.</li> <li>3. According to this definition, the Applicable Due Date can change, per successive customer-initiated due date changes or delays, up to the point when a Qwest-initiated due date change occurs. At that point, the Applicable Due Date becomes fixed (i.e., with no further changes) as the date on which it was set prior to the first Qwest-initiated due date change, if any. Following the first Qwest-initiated due date change, any further customer-initiated due date changes or delays are measured as time intervals that are subtracted as indicated in the formula. These delay time intervals are calculated as stated in the description. (Though infrequent, in cases where multiple Qwest-initiated due date changes occur, the stated method for calculating delay intervals is applied to each pair of Qwest-initiated due date change and subsequent customer-initiated due date change or delay. The intervals thus calculated from each pairing of Qwest and customer-initiated due dates are summed and then subtracted as indicated in the formula.) The result of this approach is that Qwest-initiated impacts on intervals are counted in the reported interval, and customer-initiated impacts on intervals are not counted in the reported interval.</li> <li>4. For OP-15A, Saturday is counted as a business day for all non-dispatched orders for Resale Residence, Resale Business, and UNE-P (POTS), as well as for non-dispatched orders in the retail analogues specified above as standards (effective with Dec 01 results and forward, beginning in the Apr 02 report). For all other non-dispatched products and for all dispatched products under OP-15A, Saturday is not counted as a business day.</li> </ol>
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**OP-17 – Timeliness of Disconnects associated with LNP Orders**

<b>Purpose:</b> Evaluates the quality of Qwest completing LNP telephone number porting, focusing on the degree to which porting occurs without implementing associated disconnects before the scheduled time/date.	
<b>Description:</b> <ul style="list-style-type: none"> <li>• Measures the percentage of all LNP telephone numbers (TNs), both stand alone and associated with loops, that are ported without the incidence of disconnects being made by Qwest before the scheduled time/date, as identified by associated qualifying trouble reports.                             <ul style="list-style-type: none"> <li>– The scheduled time/date is defined as 11:59 p.m. on (1) the due date of the LNP order recorded by Qwest or (2) the delayed disconnect date requested by the CLEC, where the CLEC submits a timely request for delay of disconnection.</li> <li>– A CLEC request for delay of disconnection is considered timely if received by Qwest before 8:00 p.m. on the current due date of the LNP order recorded by Qwest.</li> </ul> </li> <li>• Disconnects are defined as the removal of switch translations, including the 10-digit trigger.</li> <li>• Disconnects that are implemented early, and thus counted as a “miss” under this measurement, are those that the CLEC identifies as such to Qwest via trouble reports, within 96 clock hours of the actual disconnect time/date, that are confirmed to be caused by disconnects being made before the scheduled time.</li> <li>• Includes all CLEC orders for LNP TNs completed in the reporting period, subject to exclusions specified below.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Percent
<b>Reporting Comparisons:</b> Individual CLEC	<b>Disaggregation Reporting:</b> Statewide
<b>Formula:</b> $\left[ \frac{\text{Total number of LNP TNs ported pursuant to orders completed in the reporting period} - \text{Number of TNs with qualifying trouble reports notifying Qwest that disconnection before the scheduled time has occurred}}{\text{Total Number of LNP TNs ported pursuant to orders completed in the reporting period}} \right] \times 100$	
<b>Exclusions:</b> <ul style="list-style-type: none"> <li>• Trouble reports notifying Qwest of early disconnects associated with situations for which the CLEC has failed to submit timely requests, by 8:00 p.m. on the LNP due date, to have disconnects held for later implementation.</li> <li>• Trouble reports not related to valid requests (LSRs) for LNP and associated disconnects.</li> <li>• LNP requests that do not involve automatic triggers (e.g., DID lines without separate, unique TNs, and Centrex 21).</li> <li>• Records with invalid trouble receipt dates.</li> <li>• Records with invalid cleared, closed or due dates.</li> <li>• Records with invalid product codes.</li> <li>• Records missing data essential to the calculation of the measurement per the PID.</li> </ul>	
<b>Product Reporting:</b> LNP	<b>Standard:</b> 98.25%
<b>Availability:</b>  <b>Available</b>	<b>Notes:</b>

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**Maintenance and Repair**

**MR-2 – Calls Answered within 20 Seconds – Interconnect Repair Center**

<b>Purpose:</b> Evaluates Customer access to Qwest's Interconnection and/or Retail Repair Center(s), focusing on the number of calls answered within 20 seconds.	
<b>Description:</b> Measures the percentage of Interconnection and/or Retail Repair Center calls answered within 20 seconds of the first ring. <ul style="list-style-type: none"> <li>• Includes all calls to the Interconnect Repair Center during the reporting period, subject to exclusions specified below.</li> <li>• First ring is defined as when the customer's call is first placed in queue by the ACD (Automatic Call Distributor).</li> <li>• Answer is defined as when the call is first picked up by the Qwest agent.</li> <li>• Abandoned calls and busy calls are counted as not answered within 20 seconds.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Percent
<b>Reporting Comparisons:</b> CLEC aggregate and Qwest Retail levels.	<b>Disaggregation Reporting:</b> Region-wide level.
<b>Formula:</b> $[(\text{Total Calls Answered by Center within 20 seconds}) \div (\text{Total Calls received by Center})] \times 100$	
<b>Explanation:</b> Percentage is derived from total number of calls answered within 20 seconds divided by total number of calls received.	
<b>Exclusions:</b> Time spent in the VRU (Voice Response Unit) is not counted.	
<b>Product Reporting:</b> None	<b>Standard:</b> Parity
<b>Availability:</b> Available	<b>Notes:</b>

**MR-3 – Out of Service Cleared within 24 Hours**

<b>Purpose:</b> Evaluates timeliness of repair for specified services, focusing on trouble reports where the out-of-service trouble reports were cleared within the standard estimate for specified services.(i.e., 24 hours for out-of-service conditions).	
<b>Description:</b> Measures the percentage of out of service trouble reports, involving specified services, that are cleared within 24 hours of receipt of trouble reports from CLECs or from retail customers. <ul style="list-style-type: none"> <li>• Includes all trouble reports, closed during the reporting period, which involve a specified service that is out-of-service (i.e., unable to place or receive calls), subject to exclusions specified below.</li> <li>• Time measured is from date and time of receipt to date and time trouble is indicated as cleared.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Percent
<b>Reporting Comparisons:</b> CLEC aggregate, individual CLEC and Qwest Retail results	<b>Disaggregation Reporting:</b> Statewide level. <ul style="list-style-type: none"> <li>• Results for product/services listed in Product Reporting under "MSA-Type Disaggregation" will be disaggregated and reported according to trouble reports involving:                      MR-3A Dispatches within MSAs;                      MR-3B Dispatches outside MSAs; and                      MR-3C No dispatches.</li> <li>• Results for products/services listed in Product Reporting under "Zone-type Disaggregation" will be disaggregated according to trouble reports involving:                      MR-3D In Interval Zone 1 areas; and                      MR-3E In Interval Zone 2 areas.</li> </ul>
<b>Formula:</b> $\left[ \frac{\text{(Number of Out of Service Trouble Reports closed in the reporting period that are cleared within 24 hours)}}{\text{(Total Number of Out of Service Trouble Reports closed in the reporting period)}} \right] \times 100$	
<b>Explanation:</b> Percentage is obtained by dividing the total number of OOS reports cleared within 24 hours by the total number of OOS reports closed during the measurement period.	
<b>Exclusions:</b> <ul style="list-style-type: none"> <li>• Trouble reports coded as follows:                             <ul style="list-style-type: none"> <li>– For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13);</li> <li>– For products measured from WFA (Workforce Administration) data (products listed for Zone-type disaggregation) trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE).</li> </ul> </li> <li>• Subsequent trouble reports of any trouble before the original trouble report is closed.</li> <li>• Information tickets generated for internal Qwest system/network monitoring purposes.</li> <li>• Time delays due to "no access" are excluded from repair time for products/services listed in Product Reporting under "Zone-type Disaggregation".</li> <li>• For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports involving a "no access" delay.</li> <li>• Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete.</li> <li>• Records involving official company services.</li> <li>• Records with invalid trouble receipt dates.</li> <li>• Records with invalid cleared or closed dates.</li> <li>• Records with invalid product codes.</li> <li>• Records missing data essential to the calculation of the measurement per the PID.</li> </ul>	

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<b>Product Reporting:</b>	<b>Standards:</b>
<b>MSA-Type Disaggregation -</b>	
• Resale	
Residential single line service	Parity with retail service
Business single line service	Parity with retail service
Centrex	Parity with retail service
Centrex 21	Parity with retail service
PBX Trunks	Parity with retail service
Basic ISDN	Parity with retail service
• Unbundled Network Element – Platform (UNE-P) (POTS)	Parity with appropriate retail service
• Unbundled Network Element – Platform (UNE-P) (Centrex)	Parity with retail Centrex
• Shared Loop/Line Sharing	Parity with RES and BUS POTS
• Sub-Loop Unbundling	Diagnostic
<b>Zone-type Disaggregation -</b>	
• Resale	
Qwest DSL	Parity with retail service
• Unbundled Loops	
Analog Loop	Parity with retail Res and Bus POTS
Non-loaded Loop (2 wire)	Parity with retail ISDN-BRI
ISDN-capable Loop	Parity with ISDN-BRI
ADSL-qualified Loop	Parity with retail Qwest DSL
<b>Availability:</b>  Available	<b>Notes:</b>

**MR-4 – All Troubles Cleared within 48 hours**

<b>Purpose:</b> Evaluates timeliness of repair for specified services, focusing on trouble reports of all types (both out of service and service affecting) and on the number of such trouble reports cleared within the standard estimate for specified services (i.e., 48 hours for service-affecting conditions).	
<b>Description:</b> Measures the percentage of trouble reports, for specified services, that are cleared within 48 hours of receipt of trouble reports from CLECs or from retail customers. <ul style="list-style-type: none"> <li>• Includes all trouble reports, closed during the reporting period, which involve a specified service, subject to exclusions specified below.</li> <li>• Time measured is from date and time of receipt to date and time trouble is indicated as cleared.</li> </ul>	
<b>Reporting Period:</b> One month	
<b>Unit of Measure:</b> Percent	
<b>Reporting Comparisons:</b> CLEC aggregate, individual CLEC and Qwest Retail results	<b>Disaggregation Reporting:</b> Statewide level. <ul style="list-style-type: none"> <li>• Results for product/services listed in Product Reporting under "MSA-Type Disaggregation" will be disaggregated and reported according to trouble reports involving:                      MR-4A Dispatches within MSAs;                      MR-4B Dispatches outside MSAs; and                      MR-4C No dispatches.</li> <li>• Results for products/services listed in Product Reporting under "Zone-type Disaggregation" will be disaggregated according to trouble reports involving:                      MR-4D In Interval Zone 1 areas; and                      MR-4E In Interval Zone 2 areas</li> </ul>
<b>Formula:</b> $\left[ \frac{\text{Total Trouble Reports closed in the reporting period that are cleared within 48 hours}}{\text{Total Trouble Reports closed in the reporting period}} \right] \times 100$	
<b>Exclusions:</b> <ul style="list-style-type: none"> <li>• Trouble reports coded as follows:                             <ul style="list-style-type: none"> <li>– For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13);</li> <li>– For products measured from WFA (Workforce Administration) data (products listed for Zone-type disaggregation) trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE).</li> </ul> </li> <li>• Subsequent trouble reports of any trouble before the original trouble report is closed.</li> <li>• Information tickets generated for internal Qwest system/network monitoring purposes.</li> <li>• Time delays due to "no access" are excluded from repair time for products/services listed in Product Reporting under "Zone-type Disaggregation".</li> <li>• For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports involving a "no access" delay.</li> <li>• Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete.</li> <li>• Records involving official company services.</li> <li>• Records with invalid trouble receipt dates.</li> <li>• Records with invalid cleared or closed dates.</li> <li>• Records with invalid product codes.</li> <li>• Records missing data essential to the calculation of the measurement per the PID.</li> </ul>	



**MR-5 – All Troubles Cleared within 4 hours**

<p><b>Purpose:</b>                  Evaluates timeliness of repair for specified services, focusing on all trouble reports of all types (including out of service and service affecting troubles) and on the number of such trouble reports cleared within the standard estimate for specified services (i.e., 4 hours).</p>	
<p><b>Description:</b>                  Measures the percentage of trouble reports for specified services that are cleared within 4 hours of receipt of trouble reports from CLECs or from retail customers.</p> <ul style="list-style-type: none"> <li>• Includes all trouble reports, closed during the reporting period, which involve a specified service, subject to exclusions specified below.</li> <li>• Time measured is from date and time of receipt to date and time trouble is cleared.</li> </ul>	
<p><b>Reporting Period:</b> One month</p>	<p><b>Unit of Measure:</b> Percent</p>
<p><b>Reporting Comparisons:</b> CLEC aggregate, individual CLEC and Qwest Retail results</p>	<p><b>Disaggregation Reporting:</b> Statewide level.                  Results for listed products will be disaggregated according to trouble reports:                  MR-5A In Interval Zone 1 areas; and                  MR-5B In Interval Zone 2 areas.</p>
<p><b>Formula:</b>  <math display="block">\left[ \frac{\text{Number of Trouble Reports closed in the reporting period that are cleared within 4 hours}}{\text{Total Trouble Reports closed in the reporting period}} \right] \times 100</math></p>	
<p><b>Exclusions:</b></p> <ul style="list-style-type: none"> <li>• Trouble reports coded as follows:                         <ul style="list-style-type: none"> <li>– For products measured using WFA (Workforce Administration) data (products listed for Zone-type disaggregation) trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE).</li> </ul> </li> <li>• Subsequent trouble reports of any trouble before the original trouble report is closed.</li> <li>• Information tickets generated for internal Qwest system/network monitoring purposes.</li> <li>• Time delays due to “no access” are excluded from repair time.</li> <li>• Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete.</li> <li>• Records involving official company services.</li> <li>• Records with invalid trouble receipt dates.</li> <li>• Records with invalid cleared or closed dates.</li> <li>• Records with invalid product codes.</li> <li>• Records missing data essential to the calculation of the measurement per the PID.</li> </ul>	

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Product Reporting:	Standards:
<b>Zone-Type Disaggregation -</b>	
• Resale	
Primary ISDN	Parity with retail service
DS0	Parity with retail service
DS1	Parity with retail service
DS3 and higher bit-rate services (aggregate)	Parity with retail service
Frame Relay	Parity with retail service
• LIS Trunks	Parity with Feature Group D (aggregate)
• Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Parity with DS1 Private Line Service
UDIT – Above DS1 level	Parity with Private Line Services above DS1 level
• Unbundled Loops:	
Non-loaded Loop (4-wire)	Parity with retail DS1
DS1-capable Loop	Parity with retail DS1
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate services (aggregate)
• E911/911 Trunks	Parity with retail E911/911 Trunks
• Enhanced Extended Links (EELs)	Diagnostic
<b>Availability:</b>  Available	<b>Notes:</b>

**MR-6 – Mean Time to Restore**

<b>Purpose:</b> Evaluates timeliness of repair, focusing how long it takes to restore services to proper operation.	
<b>Description:</b> Measures the time actually taken to clear trouble reports. <ul style="list-style-type: none"> <li>• Includes all trouble reports closed during the reporting period, subject to exclusions specified below.</li> <li>• Includes customer direct reports, customer-relayed reports, and test assist reports that result in a trouble report.</li> <li>• Time measured is from date and time of receipt to date and time trouble is cleared.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Hours and Minutes
<b>Reporting Comparisons:</b> CLEC aggregate, individual CLEC and Qwest Retail results	<b>Disaggregation Reporting:</b> Statewide level. <ul style="list-style-type: none"> <li>• Results for product/services listed in Product Reporting under "MSA-Type Disaggregation" will be reported according to trouble reports involving:                         <ul style="list-style-type: none"> <li>MR-6A Dispatches within MSAs;</li> <li>MR-6B Dispatches outside MSAs; and</li> <li>MR-6C No dispatches.</li> </ul> </li> <li>• Results for products/services listed in Product Reporting under "Zone-type Disaggregation" will be disaggregated according to trouble reports involving:                         <ul style="list-style-type: none"> <li>MR-6D In Interval Zone 1 areas; and</li> <li>MR-6E In Interval Zone 2 areas.</li> </ul> </li> </ul>
<b>Formula:</b> $\frac{\sum[(\text{Date \& Time Trouble Report Cleared}) - (\text{Date \& Time Trouble Report Opened})]}{(\text{Total number of Trouble Reports closed in the reporting period})}$	
<b>Exclusions:</b> <ul style="list-style-type: none"> <li>• Trouble reports coded as follows:                             <ul style="list-style-type: none"> <li>– For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13);</li> <li>– For products measured from WFA (Workforce Administration) data (products listed for Zone-type disaggregation) trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE).</li> </ul> </li> <li>• Subsequent trouble reports of any trouble before the original trouble report is closed.</li> <li>• Information tickets generated for internal Qwest system/network monitoring purposes.</li> <li>• Time delays due to "no access" are excluded from repair time for products/services listed in Product Reporting under "Zone-type Disaggregation".</li> <li>• For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports involving a "no access" delay.</li> <li>• Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete.</li> <li>• Records involving official company services.</li> <li>• Records with invalid trouble receipt dates.</li> <li>• Records with invalid cleared or closed dates.</li> <li>• Records with invalid product codes.</li> <li>• Records missing data essential to the calculation of the measurement per the PID.</li> </ul>	

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<b>Product Reporting:</b>	<b>Standards:</b>
<b>MSA-Type Disaggregation -</b>	
• Resale	
Residential single line service	Parity with retail service
Business single line service	Parity with retail service
Centrex	Parity with retail service
Centrex 21	Parity with retail service
PBX Trunks	Parity with retail service
Basic ISDN	Parity with retail service
• Unbundled Network Element – Platform (UNE-P) (POTS)	Parity with like retail service
• Unbundled Network Element – Platform (UNE-P) (Centrex)	Parity with retail Centrex
• Shared Loop/Line Sharing	Parity with RES and BUS POTS
• Sub-Loop Unbundling	Diagnostic
<b>Zone-Type Disaggregation -</b>	
• Resale	
Qwest DSL	Parity with retail service
Primary ISDN	Parity with retail service
DS0	Parity with retail service
DS1	Parity with retail service
DS3 and higher bit-rate services (aggregate)	Parity with retail service
Frame Relay	Parity with retail service
• LIS Trunks	Parity with Feature Group D (aggregate)
• Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Parity with retail DS1 Private Line
UDIT – Above DS1 level	Parity with retail Private Lines above DS1 level
Dark Fiber – IOF	Diagnostic
• Unbundled Loops:	
Analog Loop	Parity with retail Res and Bus POTS
Non-loaded Loop (2-wire)	Parity with retail ISDN BRI
Non-loaded Loop (4-wire)	Parity with retail DS1 Private Line
DS1-capable Loop	Parity with retail DS1 Private Line
ISDN-capable Loop	Parity with retail ISDN BRI
ADSL-qualified Loop	Parity with retail Qwest DSL
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate Private Line services (aggregate)
Dark Fiber – Loop	Diagnostic
• E911/911 Trunks	Parity with retail E911/911 Trunks
• Enhanced Extended Links (EELs)	Diagnostic
<b>Availability:</b>	<b>Notes:</b>
Available	1. Saturday is counted as a business day when the repair is completed on Saturday.

**MR-7 – Repair Repeat Report Rate**

<b>Purpose:</b> Evaluates the accuracy of repair actions, focusing on the number of repeated trouble reports received for the same trouble within a specified period (30 calendar days).	
<b>Description:</b> Measures the percentage of trouble reports that are repeated within 30 days on end user lines and circuits. <ul style="list-style-type: none"> <li>• Includes all trouble reports closed during the reporting period that are received within thirty (30) days of the previous trouble report for the same service (regardless of whether the report is about the same type of trouble for that service), subject to exclusions specified below.</li> <li>• In determining same service Qwest will compare the end user telephone number or circuit number of the trouble reports with reports received in the prior 30 days.</li> <li>• Includes reports due to Qwest network or system causes, customer-direct and customer-relayed reports.</li> <li>• The 30-day period applied in the numerator of the formula below is from the date and time that the immediately-preceding trouble report is closed to the date and time that the next, or “repeat” trouble report is received (i.e., opened).</li> </ul>	
<b>Reporting Period:</b> One month	
<b>Unit of Measure:</b> Percent	
<b>Reporting Comparisons:</b> CLEC aggregate, individual CLEC and Qwest Retail results	<b>Disaggregation Reporting:</b> Statewide level. <ul style="list-style-type: none"> <li>• Results for product/services listed in Product Reporting under “MSA-Type Disaggregation” will be reported according to trouble reports involving: <ul style="list-style-type: none"> <li>MR-7A Dispatches within MSAs;</li> <li>MR-7B Dispatches outside MSAs; and</li> <li>MR-7C No dispatches.</li> </ul> </li> <li>• Results for products/services listed in Product Reporting under “Zone-type Disaggregation” will be disaggregated according to trouble reports involving: <ul style="list-style-type: none"> <li>MR-7D In Interval Zone 1 areas; and</li> <li>MR-7E In Interval Zone 2 areas.</li> </ul> </li> </ul>
<b>Formula:</b> $\left[ \frac{\text{Total repeated trouble reports closed within the reporting period that were received within 30 calendar days of when the preceding initial trouble report closed}}{\text{Total number of Trouble Reports Closed in the reporting period}} \right] \times 100$	
<b>Exclusions:</b> <ul style="list-style-type: none"> <li>• Trouble reports coded as follows: <ul style="list-style-type: none"> <li>– For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13));</li> <li>– For products measured from WFA (Workforce Administration) data (products listed for Zone-type disaggregation) trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE).</li> </ul> </li> <li>• Subsequent trouble reports of any trouble before the original trouble report is closed</li> <li>• Information tickets generated for internal Qwest system/network monitoring purposes.</li> <li>• Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete.</li> <li>• Records involving official company services.</li> <li>• Records with invalid trouble receipt dates.</li> <li>• Records with invalid cleared or closed dates.</li> <li>• Records with invalid product codes.</li> <li>• Records missing data essential to the calculation of the measurement per the PID.</li> </ul>	

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<b>Product Reporting:</b>	<b>Standards:</b>
<b>MSA-Type Disaggregation -</b>	
• Resale	
Residential single line service	Parity with retail service
Business single line service	Parity with retail service
Centrex	Parity with retail service
Centrex 21	Parity with retail service
PBX Trunks	Parity with retail service
Basic ISDN	Parity with retail service
• Unbundled Network Element – Platform (UNE-P) (POTS)	Parity with like retail service
• Unbundled Network Element – Platform (UNE-P) (Centrex)	Parity with retail Centrex
• Shared Loop/Line Sharing	Diagnostic Comparison with Qwest Retail DSL
• Sub-Loop Unbundling	Diagnostic
<b>Zone-Type Disaggregation -</b>	
• Resale	
Qwest DSL	Parity with retail service
Primary ISDN	Parity with retail service
DS0	Parity with retail service
DS1	Parity with retail service
DS3 and higher bit-rate services (aggregate)	Parity with retail service
Frame Relay	Parity with retail service
• LIS Trunks	Parity with Feature Group D (aggregate)
• Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Parity with retail DS1 Private Line
UDIT – Above DS1 level	Parity with retail Private Lines above DS1 level
Dark Fiber – IOF	Diagnostic
• Unbundled Loops:	
Analog Loop	Parity with retail Res and Bus POTS
Non-loaded Loop (2-wire)	Parity with retail ISDN BRI
Non-loaded Loop (4-wire)	Parity with retail DS1 Private Line
DS1-capable Loop	Parity with retail DS1 Private Line
ISDN-capable Loop	Parity with retail ISDN BRI
ADSL-qualified Loop	Parity with retail Qwest DSL
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate Private Line services (aggregate)
Dark Fiber – Loop	Diagnostic
• E911/911 Trunks	Parity with retail E911/911 Trunks
• Enhanced Extended Links (EELs)	Diagnostic
<b>Availability:</b>  Available	<b>Notes:</b>

**MR-8 – Trouble Rate**

<b>Purpose:</b> Evaluates the overall rate of trouble reports as a percentage of the total installed base of the service or element.	
<b>Description:</b> Measures trouble reports by product and compares them to the number of lines in service. <ul style="list-style-type: none"> <li>• Includes all trouble reports closed during the reporting period, subject to exclusions specified below.</li> <li>• Includes all applicable trouble reports, including those that are out of service and those that are only service-affecting.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Percent
<b>Reporting Comparisons:</b> CLEC aggregate, individual CLEC and Qwest Retail results	<b>Disaggregation Reporting:</b> Statewide level.
<b>Formula:</b> $\frac{[(\text{Total number of trouble reports closed in the reporting period involving the specified service grouping}) \div (\text{Total number of the specified services that are in service in the reporting period})] \times 100}{}$	
<b>Exclusions:</b> <ul style="list-style-type: none"> <li>• Trouble reports coded as follows:                             <ul style="list-style-type: none"> <li>– For products measured from MTAS data, trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13);</li> <li>– For products measured from WFA data trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE).</li> </ul> </li> <li>• Subsequent trouble reports of any trouble before the original trouble report is closed.</li> <li>• Information tickets generated for internal Qwest system/network monitoring purposes.</li> <li>• Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete.</li> <li>• Records involving official company services.</li> <li>• Records with invalid trouble receipt dates.</li> <li>• Records with invalid cleared or closed dates.</li> <li>• Records with invalid product codes.</li> <li>• Records missing data essential to the calculation of the measurement per the PID.</li> </ul>	

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<b>Product Reporting:</b>	<b>Standards:</b>
• Resale	
Residential single line service	Parity with retail service
Business single line service	Parity with retail service
Centrex	Parity with retail service
Centrex 21	Parity with retail service
PBX Trunks	Parity with retail service
Basic ISDN	Parity with retail service
Qwest DSL	Parity with Qwest DSL service
Primary ISDN	Parity with retail service
DS0	Parity with retail service
DS1	Parity with retail service
DS3 and higher bit-rate services (aggregate)	Parity with retail service
Frame Relay	Parity with retail service
• Unbundled Network Element – Platform (UNE-P) (POTS)	Parity with like retail service
• Unbundled Network Element – Platform (UNE-P) (Centrex)	Parity with retail Centrex
• Shared Loop/Line Sharing	Parity with RES and BUS POTS
• Sub-Loop Unbundling	Diagnostic
• LIS Trunks	Parity with Feature Group D (aggregate)
• Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Parity with retail DS1 Private Line Service
UDIT – Above DS1 level	Parity with retail Private Lines above DS1 level
Dark Fiber – IOF	Diagnostic
• Unbundled Loops:	
Analog Loop	Parity with retail Res and Bus POTS
Non-loaded Loop (2-wire)	Parity with retail ISDN BRI
Non-loaded Loop (4-wire)	Parity with retail DS1 Private Line
DS1-capable Loop	Parity with retail DS1 Private Line
ISDN-capable Loop	Parity with retail ISDN BRI
ADSL-qualified Loop	Parity with retail Qwest DSL
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate services (aggregate)
Dark Fiber – Loop	Diagnostic
• E911/911 Trunks	Parity with retail E911/911 Trunks
• Enhanced Extended Links (EELs)	Diagnostic
<b>Availability:</b> Available	<b>Notes:</b>

**MR-9 – Repair Appointments Met**

<b>Purpose:</b> Evaluates the extent to which Qwest repairs services for Customers by the appointment date and time.	
<b>Description:</b> Measures the percentage of trouble reports for which the appointment date and time is met. <ul style="list-style-type: none"> <li>• Includes all trouble reports closed during the reporting period, subject to exclusions specified below.</li> <li>• Time measured is from date and time of receipt to date and time trouble is indicated as cleared.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Percent
<b>Reporting Comparisons:</b> CLEC aggregate, individual CLEC and Qwest Retail results	<b>Disaggregation Reporting:</b> Statewide level. Results for listed services will be disaggregated and reported according to trouble reports involving: MR-9A     Dispatches within MSAs; MR-9B     Dispatches outside MSAs; and MR-9C     No dispatches.
<b>Formula:</b> $\left[ \frac{\text{Total Trouble Reports Cleared by appointment date and time}}{\text{Total Trouble Reports Closed in the Reporting Period}} \right] \times 100$	
<b>Exclusions:</b> <ul style="list-style-type: none"> <li>• Trouble reports coded as follows:                             <ul style="list-style-type: none"> <li>– For products measured from MTAS data, trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13);</li> </ul> </li> <li>• Subsequent trouble reports of any trouble before the original trouble report is closed.</li> <li>• Information tickets generated for internal Qwest system/network monitoring purposes.</li> <li>• Time delays due to “no access” are excluded from repair time by using the rescheduled appointment time to determine if the repair appointment is met.</li> <li>• Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete.</li> <li>• Records involving official company services.</li> <li>• Records with invalid trouble receipt dates.</li> <li>• Records with invalid cleared or closed dates.</li> <li>• Records with invalid product codes.</li> <li>• Records missing data essential to the calculation of the measurement per the PID.</li> </ul>	
<b>Product Reporting:</b> Resale: Residential single line service Business single line service Centrex PBX Trunks Basic ISDN Unbundled Elements – Platform (UNE-P) (POTS)	<b>Standard:</b> Parity
<b>Availability:</b>  Available	<b>Notes:</b>

**MR-10 – Customer and Non-Qwest Related Trouble Reports**

<p><b>Purpose:</b>                  Evaluates the extent that trouble reports were customer related, and provides diagnostic information to help address potential issues that might be raised by the core maintenance and repair performance indicators.</p>	
<p><b>Description:</b>                  Measures the percentage of all trouble reports that are attributed to the customer as a percentage of all trouble reports resolved during the reporting period, subject to exclusions specified below.                  Includes trouble reports closed during the reporting period coded as follows:</p> <ul style="list-style-type: none"> <li>• For products measured from MTAS data, trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11), Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13); and trouble reports involving a "no access" delay for MSA type disaggregated products.</li> <li>• For products measured from WFA (Workforce Administration) data trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE).</li> </ul>	
<p><b>Reporting Period:</b> One month</p>	<p><b>Unit of Measure:</b> Percent</p>
<p><b>Reporting Comparisons:</b> CLEC aggregate, individual CLEC and Qwest Retail results</p>	<p><b>Disaggregation Reporting:</b> Statewide level.</p>
<p><b>Formula:</b>                  [(Number of Trouble Reports coded to disposition codes specified above) ÷ (Total Number of Trouble Reports Closed in the Reporting Period)] x 100</p>	
<p><b>Exclusions:</b></p> <ul style="list-style-type: none"> <li>• Subsequent trouble reports of any trouble before the original trouble report is closed</li> <li>• Information tickets generated for internal Qwest system/network monitoring purposes.</li> <li>• Records involving official company services.</li> <li>• Records with invalid trouble receipt dates.</li> <li>• Records with invalid cleared or closed dates.</li> <li>• Records with invalid product codes.</li> <li>• Records missing data essential to the calculation of the measurement per the PID.</li> <li>• Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete.</li> </ul>	

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<b>Product Reporting:</b>	<b>Standards:</b>
• Resale	
Residential single line service	Diagnostic
Business single line service	Diagnostic
Centrex	Diagnostic
Centrex 21	Diagnostic
PBX Trunks	Diagnostic
Basic ISDN	Diagnostic
Qwest DSL	Diagnostic
• Unbundled Network Element – Platform (UNE-P) (POTS)	Diagnostic
• Unbundled Network Element – Platform (UNE-P) (Centrex)	Diagnostic
• Resale	
Primary ISDN	Diagnostic
DS0	Diagnostic
DS1	Diagnostic
DS3 and higher bit-rate services (aggregate)	Diagnostic
Frame Relay	Diagnostic
• LIS Trunks	Diagnostic
• Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Diagnostic
UDIT – Above DS1 level	Diagnostic
• Unbundled Loops:	
Analog Loop	Diagnostic
Non-loaded Loop (2-wire)	Diagnostic
Non-loaded Loop (4-wire)	Diagnostic
DS1-capable Loop	Diagnostic
ISDN-capable Loop	Diagnostic
ADSL-qualified Loop	Diagnostic
Loop types of DS3 and higher bit-rates (aggregate)	Diagnostic
• E911/911 Trunks	Diagnostic
<b>Availability:</b> Available	<b>Notes:</b>

**MR-11 – LNP Trouble Reports Cleared within 24 Hours**

<b>Purpose:</b> Evaluates timeliness of clearing LNP trouble reports, focusing on the degree to which LNP trouble reports are cleared within 24 hours.	
<b>Description:</b> Measures the percentage of specified LNP trouble reports that are cleared within 24 hours of LNP trouble reports from CLECs. <ul style="list-style-type: none"> <li>• Includes all LNP trouble reports, received within 96 clock hours of the actual disconnect date/time, that are closed during the reporting period, subject to exclusions specified below.</li> <li>• Time measured is from the date and time Qwest receives the trouble report to the date and time trouble is cleared.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Percent
<b>Reporting Comparisons:</b> Individual CLEC compared against specified retail standard	<b>Disaggregation Reporting:</b> Statewide level (all are "non-dispatched").
<b>Formula:</b> $\left[ \frac{\text{(Number of specified LNP Trouble Reports closed in the reporting period that were cleared within 24 hours)}}{\text{(Total Number of specified LNP Trouble Reports closed in the reporting period)}} \right] \times 100$	
<b>Exclusions:</b> <ul style="list-style-type: none"> <li>• Trouble reports attributed to customer or non-Qwest reasons, For products measured from MTAS data, trouble reports coded to disposition codes for: Customer Action, Non-Telco Plant, Trouble Beyond the Network Interface, and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider.</li> <li>• Trouble reports not related to valid requests (LSRs) for LNP and associated disconnects.</li> <li>• Subsequent trouble reports of LNP trouble before the original trouble report is closed.</li> <li>• Information tickets generated for internal Qwest system/network monitoring purposes.</li> <li>• Records involving official company services.</li> <li>• Records with invalid trouble receipt dates.</li> <li>• Records with invalid cleared or closed dates.</li> <li>• Records with invalid product codes.</li> <li>• Records missing data essential to the calculation of the measurement per the PID.</li> </ul>	
<b>Product Reporting:</b> LNP	<b>Standards:</b> Parity with MR-3C results for Retail Residence
<b>Availability:</b>  Available	<b>Notes:</b>

**MR-12 – LNP Trouble Reports – Mean Time to Restore**

<b>Purpose:</b> Evaluates timeliness of clearing LNP Trouble Reports, focusing how long it takes to clear the trouble.	
<b>Description:</b> Measures the time actually taken to clear trouble reports. <ul style="list-style-type: none"> <li>• Includes all LNP trouble reports, received within 96 clock hours of the actual disconnect date/time, that are closed during the reporting period, subject to exclusions specified below.</li> <li>• Time measured is from date and time of receipt to date and time trouble is cleared.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Hours and Minutes
<b>Reporting Comparisons:</b> Individual CLEC compared against specified retail standard	<b>Disaggregation Reporting:</b> Statewide level (all are "non-dispatched").
<b>Formula:</b> $\frac{\sum[(\text{Date \& Time specified LNP Trouble Reports Cleared}) - (\text{Date \& Time specified LNP Trouble Reports Opened})]}{\div (\text{Total number of specified LNP Trouble Reports closed in the reporting period})}$	
<b>Exclusions:</b> <ul style="list-style-type: none"> <li>• Trouble reports attributed to customer or non-Qwest reasons, For products measured from MTAS data, trouble reports coded to disposition codes for: Customer Action, Non-Telco Plant, Trouble Beyond the Network Interface, and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider.</li> <li>• Trouble reports not related to valid requests (LSRs) for LNP and associated disconnects.</li> <li>• Subsequent trouble reports of LNP trouble before the original trouble report is closed.</li> <li>• Information tickets generated for internal Qwest system/network monitoring purposes.</li> <li>• Records involving official company services.</li> <li>• Records with invalid trouble receipt dates.</li> <li>• Records with invalid cleared or closed dates.</li> <li>• Records with invalid product codes.</li> <li>• Records missing data essential to the calculation of the measurement per the PID.</li> </ul>	
<b>Product Reporting:</b> LNP	<b>Standards:</b> Parity with MR-6C results for Retail Residence
<b>Availability:</b> Available	<b>Notes:</b>

**Billing**

**BI-1 – Time to Provide Recorded Usage Records**

<p><b>Purpose:</b> Evaluates the timeliness with which Qwest provides recorded daily usage records to CLECs.</p>	
<p><b>Description:</b> Measures the average time interval from date of recorded daily usage to date usage records are transmitted or made available to CLECs as applicable. BI-1A – Measures recorded daily usage for UNEs and Resale and includes industry standard electronically transmitted usage records for feature group switched access,<sup>NOTE 1</sup> local measured usage, local message usage, toll usage, and local exchange service components priced on a per-use basis, subject to exclusions specified below. BI-1B – Measures the percent of recorded daily usage for Jointly provided switched access provided within four days. This includes usage created by the CLEC and Qwest or IXC providing access, usually via 2-way Feature Group X trunk groups for Feature Group A, Feature Group B, Feature Group D, Phone to Phone IP Telephony, 8XX access, and 900 access and their successors or similar Switched Access services. BI-1C – Provides separate reporting for two elements captured in BI-1A above, as follows:</p> <ul style="list-style-type: none"> <li>• BI-1C-1 – Measures recorded daily usage for UNEs and Resale and includes industry standard electronically transmitted usage records for feature group switched access,<sup>NOTE 1</sup> subject to exclusions specified below.</li> <li>• BI-1C-2 – Measures recorded daily usage for UNEs and Resale and includes industry standard electronically transmitted usage records for local measured usage, local message usage, toll usage, and local exchange service components priced on a per-use basis, subject to exclusions specified below.</li> </ul>	
<p><b>Reporting Period:</b> One month</p>	<p><b>Unit of Measure:</b> BI-1A, BI-1C-1, BI-1C-2: Average Business Days BI-1B: Percent</p>
<p><b>Reporting Comparisons:</b> CLEC aggregate, individual CLECs, and Qwest Retail results</p>	<p><b>Disaggregation Reporting:</b> State level.</p>
<p><b>Formula:</b> BI-1A, BI-1C-1, BI-1C-2 (for specified products &amp; records) = <math>\frac{\sum(\text{Date Record Transmitted or made available} - \text{Date Usage Recorded})}{(\text{Total number of records})}</math>  BI-1B = <math>\frac{[(\# \text{ of daily usage records for Jointly provided switched access sent within four days}) \div (\text{Total daily usage records for Jointly provided switched access in the report period})] \times 100}</math></p>	
<p><b>Exclusions:</b> Instances where the CLEC requests other than daily usage transmission or availability.</p>	
<p><b>Product Reporting:</b></p> <ul style="list-style-type: none"> <li>• UNEs and Resale</li> <li>• Jointly-provided Switched Access</li> </ul>	<p><b>Standard:</b> BI-1A: Parity with Qwest retail. BI-1B: 95% within 4 business days BI-1C-1, BI-1C-2: Diagnostic Comparison with the Qwest Retail results used in standard for BI-1A</p>
<p><b>Availability:</b> Available (except as noted below)</p> <p>Under Development:</p> <ul style="list-style-type: none"> <li>• Disaggregation of 110XXX records in BI-1C-1 and CAT 10 records in BI-1C-2 beginning with Jun 02 data on the July 02 report</li> </ul>	<p><b>Notes:</b> 1. "Feature group switched access" includes all type 110XXX detail records for Feature Groups A, B, C, and D</p>

**BI-2 – Invoices Delivered within 10 Days**

<b>Purpose:</b> Evaluates the timeliness with which Qwest delivers industry standard electronically transmitted bills to CLECs, focusing on the percent delivered within ten calendar days.	
<b>Description:</b> Measures the percentage of invoices that are delivered within ten days, based on the number of days between the bill date and bill delivery. <ul style="list-style-type: none"> <li>• Includes all industry standard electronically transmitted invoices for local exchange services and toll, subject to exclusions specified below.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Percent
<b>Reporting Comparisons:</b> Combined Qwest Retail/CLEC results (Parity by design)	<b>Disaggregation Reporting:</b> State level
<b>Formula:</b> $[(\text{Count of Invoices for which Bill Transmission Date to Bill Date is ten calendar days or less}) \div (\text{Total Number of Invoices})] \times 100$	
<b>Exclusions:</b> <ul style="list-style-type: none"> <li>• Bills transmitted via paper, magnetic tape, CD-ROM, diskette.</li> <li>• Records with missing data essential to the calculation of the measurement per the PID.</li> </ul>	
<b>Product Reporting:</b> <ul style="list-style-type: none"> <li>• UNEs and Resale</li> </ul>	<b>Standard:</b> Parity by design.
<b>Availability:</b> <b>Available</b>	<b>Notes:</b>

**BI-3 – Billing Accuracy – Adjustments for Errors**

<b>Purpose:</b> Evaluates the accuracy with which Qwest bills CLECs, focusing on the percentage of billed revenue adjusted due to errors.	
<b>Description:</b> Measures the billed revenue minus amounts adjusted off bills due to errors, as a percentage of total billed revenue. <ul style="list-style-type: none"> <li>• Both the billed revenue and amounts adjusted off bills due to error are calculated from bills rendered in the reporting period.</li> <li>• “Amounts adjusted off bills due to errors” is the sum of all bill adjustments made in the reporting period that involve, either in part or in total, adjustment codes related to billing errors. (Each adjustment thus qualifying is added to the sum in its entirety.)</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Percent
<b>Reporting Comparisons:</b> CLEC aggregate, individual CLECs, and Qwest Retail results	<b>Disaggregation Reporting:</b> State level.
<b>Formula:</b> $[\sum(\text{Revenue Billed without Error}) \div (\text{Total Billed Revenue billed in Reporting Period})] \times 100$	
<b>Exclusions:</b> <ul style="list-style-type: none"> <li>• BI-3A - UNEs and Resale – None</li> <li>• BI-3B - Reciprocal Compensation Minutes of Use – Billing adjustments as a result of CLEC-caused errors in return of minutes of use</li> </ul>	
<b>Product Reporting:</b> <ul style="list-style-type: none"> <li>• BI-3A - UNEs and Resale</li> <li>• BI-3B - Reciprocal Compensation Minutes of Use (MOU)</li> </ul>	<b>Standard:</b> <ul style="list-style-type: none"> <li>• BI-3A – UNEs and Resale: Parity with Qwest retail bills.</li> <li>• BI-3B – Reciprocal Compensation (MOU) – 95%</li> </ul>
<b>Availability:</b>  <b>Available</b>	<b>Notes:</b>

**BI-4 – Billing Completeness**

<b>Purpose:</b>	
<ul style="list-style-type: none"> <li>• UNEs and Resale - Evaluates the completeness with which Qwest reflects non-recurring and recurring charges associated with completed service orders on the bills.</li> <li>• Reciprocal Compensation Minutes of Use (MOU) – Evaluates the completeness with which Qwest reflects the revenue for Local Minutes of Use associated with CLEC local traffic over Qwest’s network on the bills</li> </ul>	
<b>Description:</b>	
<p>BI-4A – UNEs and Resale: Measures the percentage of non-recurring and recurring charges associated with completed service orders appear on the correct bill.*</p> <p>BI-4B – Reciprocal Compensation (MOU): Measures the percentage of revenue associated with local minutes of use appearing on the correct (current) bill.*</p> <p>* Correct bill = next available bill</p>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Percent
<b>Reporting Comparisons:</b> CLEC aggregate, individual CLECs, and Qwest Retail results	<b>Disaggregation Reporting:</b> Statewide level.
<b>Formula:</b>	
<p style="text-align: center;">BI-4A – UNEs and Resale = <math>[\sum(\text{Count of service orders with non-recurring and recurring charges associated with completed service orders on the bills that are billed on the correct bill} \div \text{total count of service orders with non-recurring and recurring charges associated with completed service orders billed on the bill})] \times 100</math></p> <p>BI-4B – Reciprocal Compensation MOU = <math>[\sum(\text{Revenue for Local Minutes of Use billed on the correct* bill} \div \text{Total revenue for Local Minutes of Use collected during the month})] \times 100</math></p>	
<b>Exclusions:</b> None	
<b>Product Reporting:</b>	<b>Standard:</b>
<ul style="list-style-type: none"> <li>• UNEs and Resale</li> <li>• Reciprocal Compensation (MOU)</li> </ul>	<p><b>BI-4A - UNEs and Resale:</b> Parity with Qwest Retail bills.</p> <p><b>BI-4B - Reciprocal Compensation (MOU):</b> 95%</p>
<b>Availability:</b>	<b>Notes:</b>
<b>Available</b>	

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Database Updates

**DB-1 – Time to Update Databases**

<p><b>Purpose:</b>          Evaluates the time required for updates to the databases of E911, LIDB, and Listing Services System (LSS).</p>	
<p><b>Description:</b></p> <ul style="list-style-type: none"> <li>Measures the average time required to update the databases of E911, LIDB, and LSS.</li> <li>Includes all database updates as specified under Disaggregation Reporting completed during the reporting period.</li> <li>For DB-1A the time to update the E911 database is provided by the third party vendor that performs the update. The elapsed time is captured automatically by the database system. There are no “individual E911 database update records” provided with which to measure the database update process.</li> <li>The numerator of DB-1A is calculated by multiplying the vendor-calculated results (Average Minutes in Process Time) by the denominator (Count of records Processed). This method produces a result from the vendor data that is the same as that which would be produced by totalling the update times from individual E911 database update records.</li> </ul>	
<p><b>Reporting Period:</b> One month</p>	<p><b>Unit of Measure:</b>          E911 – Hrs: Mins.          LIDB &amp; Directory Listings – Seconds</p>
<p><b>Reporting Comparisons:</b>          DB-1A-E911: Combined results for Qwest Retail and Reseller CLEC Aggregate;          DB-1B – LIDB: Combined results for all Qwest Retail, Reseller CLEC and Facilities Based CLEC updates;          DB-1C-1 Listings: Combined results for all Provider types including Qwest Retail, Reseller CLEC, and Facilities Based CLEC, ILEC and Unknown Provider, Electronically Submitted, Electronically Processed updates;<sup>NOTE 1</sup>          DB-1C-2 Listings: Combined results for all Provider types including Qwest Retail, Reseller CLEC, CLEC Aggregate for Facilities-based, ILEC, and Unknown Provider Manually Processed updates.<sup>NOTE 1</sup></p>	<p><b>Disaggregation Reporting:</b>          DB-1A: E911 for Qwest Retail and Reseller CLEC–State level;          DB-1B: LIDB for Qwest Retail, Reseller CLEC and Facilities Based CLEC – Multi state region-wide level          DB-1C-1: Listings for all Provider types including Qwest Retail, Reseller CLEC, and Facilities Based CLEC, ILEC and Unknown Provider, Electronically Submitted, Electronically Processed– Sub-region applicable to state          DB-1C-2: Listings for all Provider types including Qwest Retail, Reseller CLEC, Facilities-Based CLEC, ILEC and Unknown Provider – Manually Processed – region-wide level</p>
<p><b>Formula:</b>          [(Date and Time of database update for each database update as specified under Disaggregation Reporting in the reporting period) – (Date and Time of submissions of data for entry into the database for each database update as specified under Disaggregation Reporting in the reporting period) ÷ Total database updates as specified under Disaggregation Reporting completed in the reporting period]</p>	
<p><b>Exclusion:</b></p> <ul style="list-style-type: none"> <li>Invalid start/stop dates/times.</li> </ul>	



**DB-2 – Accurate Database Updates**

<b>Purpose:</b> Evaluates the accuracy of database updates completed without errors in the reporting period.	
<b>Description:</b> <ul style="list-style-type: none"> <li>Measures the percentage of database updates completed without errors in the reporting period.</li> <li>Includes all database updates as specified under Disaggregation Reporting completed during the reporting period</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Percent
<b>Reporting Comparisons:</b> DB-2C-1 Listings – Combined results for all Qwest Retail, Reseller CLEC and Facilities Based CLEC Electronically Submitted, Electronically Processed updates DB-2C-2 Listings – CLEC Aggregate for Reseller and Facilities-Based CLEC – Manually Processed updates	<b>Disaggregation Reporting:</b> DB-2C-1, Listings for Qwest Retail, Reseller CLEC, and Facilities Based CLEC Electronically Submitted, Electronically Processed updates: Statewide DB-2C-2, Facilities-Based and Reseller CLEC, Manually Processed updates: Statewide <sup>NOTE 1</sup>
<b>Formula:</b> [Total database updates as specified under Disaggregation Reporting completed without errors in the reporting period ÷ Total database updates as specified under Disaggregation Reporting completed in the reporting period] x 100	
<b>Exclusions:</b> Invalid start/stop dates/times.	
<b>Product Reporting:</b> Not applicable (Reported by database type)	<b>Standard:</b> DB-2C-1 – Listings: Parity by design <sup>NOTE 2</sup> DB-2C-2 – Listings: Parity with DB-2C-1 results for combined Qwest Retail, Reseller CLEC, and Facilities Based and Reseller CLEC Electronically Submitted, Electronically Processed updates
<b>Availability:</b> Available	<b>Notes:</b> 1. Because the data cannot be separated, Qwest is including in this measurement updates submitted through facsimile as well as updates submitted electronically. However, Qwest will discontinue reporting this disaggregation when Qwest begins electronically updating electronic submissions and will not separately report faxed submissions. 2. Qwest retail and Reseller CLECs are parity by design. Because Facilities based CLEC Electronically Submitted, Electronically Processed cannot be separated out from Reseller CLECs they are reported combined within this disaggregation.

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Directory Assistance

**DA-1 – Speed of Answer – Directory Assistance**

<b>Purpose:</b> Evaluates timeliness of customer access to Qwest’s Directory Assistance operators, focusing on how long it takes for calls to be answered.	
<b>Description:</b> Measures the average time following first ring until a call is first picked up by the Qwest agent/system to answer Directory Assistance calls. <ul style="list-style-type: none"> <li>• Includes all calls to Qwest directory assistance during the reporting period.</li> <li>• Because a system (electronic voice) prompts for city, state, and listing requested before the actual operator comes on the line, the first ring is defined as when the voice response unit places the call into queue.</li> <li>• Measurements are taken by sampling calls from the network queue at 10-second intervals. A count of calls in the queue is taken for every sampling event (10-second snapshot), and this count is multiplied by 10 to get a measurement of waiting intervals.</li> <li>• Using this method, calls that enter the queue after a sample is taken but exit before the next sample is taken are not counted, i.e., are effectively counted as a zero interval. However, this situation is offset by calls that enter just prior to a sampling time, but exit before the next sampling time, and which are counted as 10 seconds. The call intervals shorter than 10 seconds that are counted as 10 seconds are offset by those calls shorter than 10 seconds that are not counted.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Seconds
<b>Reporting Comparisons:</b> Results for Qwest and all CLECs are combined.	<b>Disaggregation Reporting:</b> Sub-region applicable to state
<b>Formula:</b> $\Sigma[(\text{Date and Time of Call Answer}) - (\text{Date and Time of First Ring})] \div (\text{Total Calls Answered by Center})$	
<b>Explanation:</b> Average speed of answer is obtained by dividing the sum of all answer times recorded (minutes/seconds) by the total number of calls answered at the center in a given month.	
<b>Exclusions:</b> Abandoned Calls are not included in the total number of calls answered by the center.	
<b>Product Reporting:</b> None	<b>Standard:</b> Parity by design
<b>Availability:</b>  Available	<b>Notes:</b>

Operator Services

**OS-1 – Speed of Answer – Operator Services**

<b>Purpose:</b> Evaluates timeliness of customer access to Qwest’s operators, focusing on how long it takes for calls to be answered.	
<b>Description:</b> Measures the time following first ring until a call is answered by the Qwest agent. <ul style="list-style-type: none"> <li>• Includes all calls to Qwest’s operator services during the reporting period, subject to exclusions specified below.</li> <li>• Measurements are taken by sampling calls from the network queue at 10-second intervals. A count of calls in the queue is taken for every sampling event (10-second snapshot), and this count is multiplied by 10 to get a measurement of waiting intervals.</li> <li>• Using this method, calls that enter the queue after a sample is taken but exit before the next sample is taken are not counted, i.e., are effectively counted as a zero interval. However, this situation is offset by calls that enter just prior to a sampling time, but exit before the next sampling time, and which are counted as 10 seconds. The call intervals shorter than 10 seconds that are counted as 10 seconds are offset by those calls shorter than 10 seconds that are not counted.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Seconds
<b>Reporting Comparisons:</b> Qwest and all CLECs are aggregated in a single measure.	<b>Disaggregation Reporting:</b> Sub-region applicable to state
<b>Formula:</b> $\Sigma[(\text{Date and Time of Call Answer}) - (\text{Date and Time of First Ring})] \div (\text{Total Calls Answered by Center})$	
<b>Explanation:</b> Average speed of answer is obtained by dividing the sum of all answer times recorded (minutes/seconds) by the total number of calls answered at the center in a given month.	
<b>Exclusions:</b> Abandoned Calls are not included in the total number of calls answered by the center.	
<b>Product Reporting:</b> None	<b>Standard:</b> Parity by design
<b>Availability:</b>  Available	<b>Notes:</b>

Network Performance

**NI-1 – Trunk Blocking**

<p><b>Purpose:</b>                  Evaluates factors affecting completion of calls from Qwest end offices to CLEC end offices, compared with the completion of calls from Qwest end offices to other Qwest end offices, focusing on average busy-hour blocking percentages in interconnection or interoffice final trunks.</p>	
<p><b>Description:</b>                  Measures the percentage of trunks blocking in interconnection and interoffice final trunks.</p> <ul style="list-style-type: none"> <li>Includes blocking percentages on all direct final and alternate final interconnection and interoffice trunk groups that are in service during the reporting period, subject to exclusions specified below.</li> </ul>	
<p><b>Reporting Period:</b> One month</p>	<p><b>Unit of Measure:</b> Percent Blockage</p>
<p><b>Reporting Comparisons:</b>                  CLEC aggregate, individual CLEC, and Qwest Interoffice trunk blocking results.</p>	<p><b>Disaggregation Reporting:</b> Statewide level.                  Reports the percentage of trunks blocking in interconnection final trunks, reported by:</p> <ul style="list-style-type: none"> <li>NI-1A Interconnection (LIS) trunks to Qwest tandem offices, with TGSR-related exclusions applied as specified below;</li> <li>NI-1B LIS trunks to Qwest end offices, with TGSR-related exclusions applied as specified below;</li> <li>NI-1C LIS trunks to Qwest tandem offices, without TGSR-related exclusions;</li> <li>NI-1D LIS trunks to other Qwest end offices, without TGSR-related exclusions.</li> </ul>
<p><b>Formula:</b>  <math display="block">\left\{ \left[ \sum (\text{Blockage in Final Trunk Group of Specified Type}) \times (\text{Number of Circuits in Trunk Group}) \right] \div (\text{Total Number of Final Trunk Circuits in all Final Trunk Groups}) \right\} \times 100</math></p> <p>Explanation: Actual average percentage of trunk blockage is calculated by dividing the equivalent average number of trunk circuits blocking by the total number of trunk circuits in final trunks of the type being measured.</p>	
<p><b>Exclusions:</b>                  For NI-1A and NI-1B only:</p> <ul style="list-style-type: none"> <li>Trunk groups, blocking in excess of one percent in the reporting period, for which:                         <ul style="list-style-type: none"> <li>A Trunk Group Service Request (TGSR)<sup>NOTES 1 &amp; 2</sup> has been issued in the reporting period; or</li> <li>CLECs do not submit, within 20 calendar days of receiving a TGSR:                                 <ul style="list-style-type: none"> <li>a) Responsive ASRs (or have ASRs pending that are delayed for CLEC reasons<sup>NOTE 3</sup>);</li> <li>b) Trouble Tickets; or</li> <li>c) Notification of traffic re-routing (as described in Note 1 below).</li> </ul> </li> </ul> </li> </ul> <p>For NI-1A, NI-1B, NI-1C, and NI-1D:</p> <ul style="list-style-type: none"> <li>Trunk groups, blocking in excess of one percent in the reporting period, for which Qwest can identify, in time to incorporate in the regular reporting of this measurement, the cause as being attributable to:                         <ul style="list-style-type: none"> <li>Trunk group out-of-service conditions arising from cable cuts, severe weather, or force majeure circumstances,</li> <li>The CLEC placing trunks in a "busy" condition.</li> <li>Lack of interconnection facilities to fulfill LIS requests for which the CLEC did not provide a timely forecast to Qwest. (This portion of the exclusion is limited to being applied in (a) the month the LIS requests could not be fulfilled, due to lack of facilities, and (b) each month thereafter up to the month following facility availability OR up to five months after the month the LIS requests could not be fulfilled, whichever is sooner<sup>NOTE 4</sup>); or</li> <li>Isolated incidences of blocking, about which Qwest provides notification to the CLEC, that (a) are not recurring or persistent (affecting the same trunk groups), (b) do not warrant corrective action by CLEC or Qwest, and (c) thus, do not require an actionable TGSR.</li> </ul> </li> </ul>	

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<ul style="list-style-type: none"> <li>• Trunk groups recently activated that have not been in service for a full “20-high-day, busy hour” review period.</li> <li>• Toll trunks, non-final trunks, and trunks that are not connected to the public switched network.</li> <li>• One-way trunks originating at CLEC end offices.</li> <li>• Qwest official services trunks, local interoffice operator and directory assistance trunks, and local interoffice 911/E911 trunks.</li> <li>• Records with invalid product codes.</li> <li>• Records missing data essential to the calculation of the measurement per the PID.</li> </ul>	
<b>Product Reporting:</b> LIS Trunks	<b>Standard:</b> Where NI-1A ≤ 1%: 1 % Where NI-1A > 1%: Parity with Qwest Interoffice Trunks to tandems Where NI-1B ≤ 1%: 1 % Where NI-1B > 1%: Parity with Qwest Interoffice Trunks to end offices NI-1C and NI-1D: Diagnostic <sup>NOTE 5</sup>
<b>Availability:</b> Available	<b>Notes:</b> <ol style="list-style-type: none"> <li>1. Qwest uses TGSRs to notify CLECs when trunk blocking exceeds standard thresholds or is determined to be persistent. To respond properly to TGSRs, a CLEC must (a) submit within 20 days ASRs to provide necessary trunk augmentations to avoid further blocking, (b) notify Qwest within 20 days that it is initiating a Trouble Report where Qwest traffic routing problems are causing the blocking referenced by the TGSR, or (c) notify Qwest that the CLEC will undertake its own re-routing of traffic within 20 days to alleviate the blocking.</li> <li>2. The TGSR-related exclusion is applied in the month in which the TGSR is issued and in the month in which the above-specified 20-day response period ends. Thus, any trunk group excluded in one month will not be excluded in the next month, unless there is (a) a 20-day period following a TGSR ends in that month, (b) there is another TGSR applicable to the next month for the same trunk group or (c) an exception documented, in lieu of issuing a subsequent TGSR, where the CLEC’s response to the previous TGSR indicated that, for its own reasons, it plans to take no action at any time to augment the trunk group.</li> <li>3. CLEC delays are reflected by CLEC-initiated order supplements that move the due date later.             <ol style="list-style-type: none"> <li>a) Qwest-initiated due date delays, including supplements made pursuant to Qwest requests to delay due dates, shall not be counted as CLEC delays in this measurement.</li> <li>b) Qwest-initiated due date changes to earlier dates that the CLEC does not meet shall not be counted as a CLEC delay in this measurement unless the earlier dates were mutually agreed-upon.</li> <li>c) CLEC delays (e.g., “customer not ready” in advance of a due date) that do not contribute to a Qwest-established due date being missed shall not be counted as a CLEC delay in this measurement.</li> </ol> </li> <li>4. The limitation on part (3) of this exclusion is intended to bound its applicability to a period of time that treats the unforecasted ASR as if it were, in effect, the first forecast for the facilities needed.             <ol style="list-style-type: none"> <li>a) Given that forecast advance intervals are currently six months, this provision allows the exclusion to apply for no longer than that period of time.</li> <li>b) Nevertheless, this limitation to the exclusion also recognizes that facilities may become available sooner and, if so, reduces the limitation accordingly. In that context, this limitation recognizes that, absent a CLEC forecast, Qwest still retains a responsibility to provide facilities for the ASR, although in a longer timeframe than for ASRs covered by forecasts. NI-1C and NI-1D will be reported for information purposes only, with no standard to be applied.</li> <li>c) This limitation may change depending on the outcome of separate workshops dealing with issues of interconnection forecasting.</li> </ol> </li> <li>5. NI-1C and NI-1D will be reported for information purposes only, with no standard to be applied.</li> </ol>

**NP-1 – NXX Code Activation**

<b>Purpose:</b> Evaluates the timeliness of Qwest's NXX code activation prior to the LERG effective date or by the "revised" effective date, as set forth herein.	
<b>Description:</b>  NP-1A: Measures the percentage of NXX codes activated in the reporting period that are actually loaded and tested prior to the LERG effective date or the "revised" date, subject to exclusions shown below.  NP-1B: Measures the percentage of NXX codes activated in the reporting period that are delayed beyond the LERG date or "revised" date due to Qwest-caused Interconnection facility delays, subject to exclusions shown below. Included among activations counted as a Qwest delay in this sub-measurement are cases in which "2-6 codes" <sup>NOTE 1</sup> associated with the Qwest interconnection facilities are provided late by Qwest to the CLEC.  <ul style="list-style-type: none"> <li>• Qwest must receive complete and accurate routing information required for code activation, which includes but is not limited to "2-6 codes" for all interconnection trunk groups associated with the activation no less than 25 days prior to the LERG Due Date or Revised Due Date.</li> <li>• The "revised" date, for purposes of this measurement, is a CLEC-initiated renegotiation of the activation effective date that is no less than 25 days after Qwest receives complete and accurate routing information required for code activation, which includes but is not limited to "2-6 codes" for all interconnection trunk groups associated with the activation.</li> <li>• The NXX code activation notice is provided by the LERG (Local Exchange Routing Guide) to Qwest.</li> <li>• NXX code activation is defined as complete when all translations associated with the new NXX are complete by 11:59 p.m. of the day prior to the date identified in the LERG or the "revised" date (if different than the LERG date).</li> <li>• The NXX code activation completion process includes testing, including calls to the test number when provided.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Percent
<b>Reporting Comparisons:</b> CLEC aggregate, individual CLEC and Qwest Retail results.	<b>Disaggregation Reporting:</b> Statewide.
<b>Formula:</b> NP-1A = [(Number of NXX codes loaded and tested in the reporting period prior to the LERG effective date or the "revised" date) ÷ (Number of NXX codes loaded and tested in the reporting period)] x 100  NP-1B = [(Number of NXX codes loaded and tested in the reporting period that were delayed past the LERG effective date or "revised" date affected by Qwest Interconnection Facility Delays) ÷ (Number of NXX codes loaded and tested in the reporting period, including NXX codes loaded and tested in the reporting period that were delayed past the LERG effective date or the "revised" date due to Interconnection Facility Delays)] x 100	
<b>Exclusions:</b> NP-1A: <ul style="list-style-type: none"> <li>• NXX code activations completed after the LERG date or "revised" date due to delays in the installation of Qwest provided interconnection facilities associated with the activations. <sup>NOTE 2</sup></li> </ul> NP-1A and NP-1B: <ul style="list-style-type: none"> <li>• NXX codes with LERG dates or "revised" dates resulting in loading intervals shorter than industry standard (currently 45 calendar days).</li> <li>• NXX codes where QWEST received complete and accurate routing information required for code activations less than 25 days prior to the LERG due date or Revised due date.</li> </ul>	

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<b>Product Reporting:</b> None	<b>Standard:</b> NP1-A: Parity NP1-B: Diagnostic
<b>Availability:</b> Available	<b>Notes:</b> 1. "2-6 codes" are industry-standard designators for local interconnection trunk groups, consisting of 2 alpha letters and six numeric digits. 2. Only Qwest-provided interconnection facilities are noted in this exclusion, because delays related to facilities provided by CLECs or others are accounted for by revising the due date.

Collocation

**CP-1 – Collocation Completion Interval**

<p><b>Purpose:</b> Evaluates the timeliness of Qwest's installation of collocation arrangements for CLECs, focusing on the average time to complete such arrangements.</p>
<p><b>Description:</b> Measures the interval between the Collocation Application Date and Qwest's completion of the collocation installation.</p> <ul style="list-style-type: none"><li>• Includes all collocations of types specified herein that are assigned a Ready For Service (RFS) date by Qwest and completed during the reporting period, subject to exclusions specified below.</li><li>• Collocation types included are: physical cageless, physical caged, shared physical caged, physical-line sharing, cageless-line sharing, and virtual. <sup>NOTE 1</sup></li><li>• The Collocation Application Date is the date Qwest receives from the CLEC a complete and valid application for collocation. In cases where the CLEC's collocation application is received by Qwest on a weekend or holiday, the Collocation Application Date is the next business day following the weekend or holiday.</li><li>• Major Infrastructure Modifications include conditioning the collocation space, obtaining permits, and installing DC power plant, standby generators, heating, venting or air conditioning equipment.</li><li>• Completion of the collocation installation is the date on which the requested collocation arrangement is "Ready for Service" as defined in the Definition of Terms section herein.</li><li>• <u>Establishment of RFS Dates:</u> RFS dates are established according to intervals specified in interconnection agreements. Where an interconnection agreement does not specify intervals, or where the CLEC requests, RFS dates are established as follows: <sup>NOTE 2</sup><ul style="list-style-type: none"><li>• <b>Collocation Applications with Timely Quote Acceptance and, for Virtual Collocations, also with Timely Equipment Ready</b> – for collocation applications where the CLEC accepts the quote in seven or fewer calendar days after the quote date and, for virtual collocations, where the CLEC provides the equipment to be collocated to Qwest <u>53</u> calendar days or less after the Collocation Application Date, the RFS date shall be:<ul style="list-style-type: none"><li>– <b>Forecasted Collocations: 90 calendar days after the Collocation Application Date</b> for collocations for which the CLEC provides a complete forecast to Qwest 60 or more calendar days in advance of the Collocation Application Date.</li><li>– <b>Unforecasted Collocations: 120 calendar days after the Collocation Application Date</b> for collocations for which the CLEC does not provide a forecast to Qwest 60 or more calendar days in advance of the Collocation Application Date.</li></ul></li><li>• <b>Collocation Applications with Late Quote Acceptance and, for Virtual Collocations, also with Timely Equipment Ready</b> – for collocation applications where the CLEC accepts the quote in eight or more calendar days after the quote date and, for virtual collocations, where the CLEC provides the equipment to be collocated to Qwest <u>53</u> calendar days or less after the Collocation Application Date, the RFS date shall be:<ul style="list-style-type: none"><li>– <b>Forecasted Collocations: 90 calendar days after the quote acceptance date</b> for collocations for which the CLEC provides a complete forecast to Qwest 60 or more calendar days in advance of the Collocation Application Date.</li><li>– <b>Unforecasted Collocations: 120 calendar days after the quote acceptance date</b> for collocations for which the CLEC does not provide a forecast to Qwest 60 or more calendar days in advance of the Collocation Application Date.</li></ul></li><li>• <b>Virtual Collocation Applications with Timely Quote Acceptance and Late Equipment Ready</b> – for virtual collocation applications where the CLEC (1) accepts the quote in seven or fewer calendar days after the quote date and (2) provides the equipment to be collocated to Qwest more than 53 calendar days after the Collocation Application Date, the RFS date shall be:<ul style="list-style-type: none"><li>– <b>Forecasted Collocations: 45 calendar days after the equipment is provided to Qwest,</b> for collocations for which the CLEC provides a complete forecast to Qwest 60 or more calendar days in advance of the Collocation Application Date.</li><li>– <b>Unforecasted Collocations: 75 calendar days after the equipment is provided to Qwest,</b> for collocations for which the CLEC does not provide a forecast to Qwest 60 or more calendar days in advance of the Collocation Application Date.</li></ul></li></ul></li></ul>

<ul style="list-style-type: none"> <li>• <b>Virtual Collocation Applications with Late Quote Acceptance and Late Equipment Ready</b> – for virtual collocation applications where the CLEC (1) accepts the quote in eight or more calendar days after the quote date and (2) provides the equipment to be collocated to Qwest more than <u>53</u> calendar days after the Collocation Application Date, the RFS date shall be:                         <ul style="list-style-type: none"> <li>– <b>Forecasted Collocations: 45 calendar days after the equipment is provided to Qwest</b>, for collocations for which the CLEC provides a complete forecast to Qwest 60 or more calendar days in advance of the Collocation Application Date.</li> <li>– <b>Unforecasted Collocations: 75 calendar days after the equipment is provided to Qwest</b>, for collocations for which the CLEC does not provide a forecast to Qwest 60 or more calendar days in advance of the Collocation Application Date.</li> </ul> </li> <li>• <b>All Collocations (physical, virtual, forecasted, or unforecasted) requiring Major Infrastructure Modifications: the later of (1) up to 150 calendar days (as specified in the quote) after the Collocation Application Date, or (2) for virtual collocations, 45 days following the date equipment to be collocated is provided to Qwest</b> for collocations in which Major Infrastructure Modifications are required. Qwest will provide to the CLEC, as part of the quotation, the need for, and the duration of, such extended intervals.</li> <li>• When a CLEC submits six (6) or more Collocation applications in a one-week period in any state, completion intervals will be individually negotiated. These collocation arrangements will be included in CP-1A, -1B, or -1C according to the interval criteria specified below for these measurements.</li> <li>• Where there is a CLEC-caused delay, the RFS Date is rescheduled</li> <li>• RFS dates may be extended beyond the above intervals for CLEC reasons, or for reasons beyond Qwest’s control, but not for Qwest reasons.</li> <li>• Where CLECs do not accept the quote within thirty days of the quote date, the application is considered expired.</li> </ul>	
<b>CP-1A</b>	Measures collocation installations for which the scheduled interval from Collocation Application Date to RFS date is 90 calendar days or less.
<b>CP-1B</b>	Measures collocation installations for which the scheduled interval from Collocation Application Date to RFS date is 91 to 120 calendar days.
<b>CP-1C</b>	Measures collocation installations for which the scheduled interval from Collocation Application Date to RFS date is 121 to 150 calendar days.
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Calendar Days
<b>Reporting Comparisons:</b> CLEC aggregate and individual CLEC results	<b>Disaggregation Reporting:</b> Statewide.
<b>Formula:</b> (for CP-1A, CP-1B and CP-1C) $\Sigma[(\text{Collocation Completion Date}) - (\text{Complete Application Date})] \div (\text{Total Number of Collocations Completed in Reporting Period})$	

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<b>Exclusions:</b> <ul style="list-style-type: none"> <li>• CP-1A: CLEC collocation applications with RFS dates yielding scheduled intervals longer than 90 calendar days from Collocation Application Date to RFS date.</li> <li>• CP-1B: CLEC collocation applications with RFS dates yielding scheduled intervals shorter than 91 calendar days or longer than 120 calendar days from Collocation Application Date to RFS date.</li> <li>• CP-1C: CLEC collocation applications with RFS dates yielding scheduled intervals shorter than 121 calendar days or longer than 150 calendar days from Collocation Application Date to RFS date.</li> <li>• Cancelled or expired applications.</li> </ul>	
<b>Product Reporting:</b> None	<b>Standards:</b> CP-1A: 90 calendar days CP-1B: 120 calendar days CP-1C: 150 calendar days
<b>Availability:</b> <b>Available</b>	<b>Notes:</b> <ol style="list-style-type: none"> <li>1. Collocations covered by this measurement are central office related. As additional types of central office collocation are defined and offered, they will be included in this measurement. Non-central office-based types of collocation (such as remote collocation and field connection points) will be considered for either inclusion in this measurement, or in new, separate measurements, after the terms, conditions, and processes for such collocation types become finalized, accepted, mature (i.e., six months of experience from first installations), and ordered in volumes warranting reporting (i.e., consistently more than two per month in any state).</li> <li>2. The criteria set forth in the Description above, under "Establishment of RFS Dates," may be changed depending upon the outcome of workshops on interconnection and collocation</li> </ol>

### CP-2 – Collocations Completed within Scheduled Intervals

**Purpose:**

Evaluates the extent to which Qwest completes collocation arrangements for CLECs within the standard intervals or intervals established in interconnection agreements.

**Description:**

Measures the percentage of collocation applications that are completed within standard intervals, including intervals set forth in interconnection agreements.

- Includes all collocations of types specified herein that are assigned a Ready for Service RFS date by Qwest and that are completed within the reporting period, including those with CLEC-requested RFS dates longer than the standard interval and those with extended RFS dates negotiated with the CLEC (including supplemented collocation orders that extend the RFS date) subject to exclusions specified below. Collocation types included are: physical cageless, physical caged, shared physical caged, physical-line sharing, cageless-line sharing, and virtual.<sup>NOTE 1</sup>
- The Collocation Application Date is the date Qwest receives from the CLEC a complete and valid application for collocation. In cases where the CLEC's collocation application is received by Qwest on a weekend or holiday, the Collocation Application Date is the next business day following the weekend or holiday.
- Major Infrastructure Modifications are defined as conditioning the collocation space, obtaining permits, and installing DC power plant, standby generators, heating, venting or air conditioning equipment.
- A collocation arrangement is counted as met under this measurement if its RFS date is met.
- **Establishment of RFS Dates:** RFS dates are established as follows, except where interconnection agreements require different intervals, in which case the intervals specified in the interconnection agreements apply:<sup>NOTE 2</sup>
  - **Collocation Applications with Timely Quote Acceptance and, for Virtual Collocations, also with Timely Equipment Ready** – for collocation applications where the CLEC accepts the quote in seven or fewer calendar days after the quote date and, for virtual collocations, where the CLEC provides the equipment to be collocated to Qwest 53 calendar days or less after the Collocation Application Date, the RFS date shall be:
    - **Forecasted Collocations: 90 calendar days after the Collocation Application Date** for physical collocations for which the CLEC provides a complete forecast to Qwest 60 or more calendar days in advance of the Collocation Application Date.
    - **Unforecasted Collocations: 120 calendar days after the Collocation Application Date for physical collocations** for which the CLEC does not provide a forecast to Qwest 60 or more calendar days in advance of the Collocation Application Date.
  - **Collocation Applications with Late Quote Acceptance and, for Virtual Collocations, also with Timely Equipment Ready** – for collocation applications where the CLEC accepts the quote in eight or more calendar days after the quote date and, for virtual collocations, where the CLEC provides the equipment to be collocated to Qwest 53 calendar days or less after the Collocation Application Date, the RFS date shall be:
    - **Forecasted Collocations: 90 calendar days after the quote acceptance date** for collocations for which the CLEC provides a complete forecast to Qwest 60 or more calendar days in advance of the Collocation Application Date.
    - **Unforecasted Collocations: 120 calendar days after the quote acceptance date** for collocations for which the CLEC does not provide a forecast to Qwest 60 or more calendar days in advance of the Collocation Application Date.
  - **Virtual Collocation Applications with Timely Quote Acceptance and Late Equipment Ready** – for virtual collocation applications where the CLEC (1) accepts the quote in seven or fewer calendar days after the quote date and (2) provides the equipment to be collocated to Qwest more than 53 calendar days after the Collocation Application Date, the RFS date shall be:
    - **Forecasted Collocations: 45 calendar days after the equipment is provided to Qwest**, for collocations for which the CLEC provides a complete forecast to Qwest 60 or more calendar days in advance of the Collocation Application Date.
    - **Unforecasted Collocations: 75 calendar days after the equipment is provided to Qwest**, for collocations for which the CLEC does not provide a forecast to Qwest 60 or more calendar days in advance of the Collocation Application Date.
  - **Virtual Collocation Applications with Late Quote Acceptance and Late Equipment Ready** – for virtual collocation applications where the CLEC (1) accepts the quote in eight or more calendar days after the quote date and (2) provides the equipment to be collocated to Qwest more than 53 calendar

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<p>days after the Collocation Application Date, the RFS date shall be:</p> <ul style="list-style-type: none"> <li>- <b>Forecasted Collocations: 45 calendar days after the equipment is provided to Qwest</b>, for collocations for which the CLEC provides a complete forecast to Qwest 60 or more calendar days in advance of the Collocation Application Date.</li> <li>- <b>Unforecasted Collocations: 75 calendar days after the equipment is provided to Qwest</b>, for collocations for which the CLEC does not provide a forecast to Qwest 60 or more calendar days in advance of the Collocation Application Date.</li> </ul> <ul style="list-style-type: none"> <li>• <b>All Collocations (physical, virtual, forecasted, or unforecasted) requiring Major Infrastructure Modifications: the later of (1) up to 150 calendar days (as specified in the quote) after the Collocation Application Date, or (2) for virtual collocations, 45 calendar days following the date equipment to be collocated is provided to Qwest</b> for collocations in which Major Infrastructure Modifications are required. Qwest will provide to the CLEC, as part of the quotation, the need for, and the duration of, such extended intervals.</li> <li>• When a CLEC submits six (6) or more Collocation applications in a one-week period in any state, completion intervals will be individually negotiated. These collocation arrangements will be included in CP-2A, -2B, or -2C according to the criteria specified below for these measurements.</li> <li>• Where there is a CLEC-caused delay, the RFS Date is rescheduled.</li> <li>• Where CLECs do not accept the quote within thirty calendar days of the quote date, the application is considered expired.</li> </ul>	
<b>CP-2A</b>	<b>Forecasted Collocations:</b> Measures collocation installations for which CLEC provides a forecast to Qwest 60 or more calendar days in advance of the Collocation Application Date.
<b>CP-2B</b>	<b>Non-Forecasted and Late Forecasted Collocations:</b> Measures collocation installations for which CLEC does not provide a forecast to Qwest 60 or more calendar days in advance of the Collocation Application Date.
<b>CP-2C</b>	<b>All Collocations requiring Major Infrastructure Modifications and Collocations with intervals longer than 120 days:</b> Measures all collocation installations requiring Major Infrastructure Modifications and collocations for which the RFS date is more than 120 calendar days after the Collocation Application Date.
<b>Reporting Period:</b> One month	
<b>Unit of Measure:</b> Percent	
<b>Reporting Comparisons:</b> CLEC aggregate and individual CLEC results	<b>Disaggregation Reporting:</b> Statewide level.
<p><b>Formula:</b> (for CP-2A, CP-2B and CP-2C)  <math display="block">\left[ \frac{\text{Count of Collocations for which the RFS is met}}{\text{Total Number of Collocations Completed in the Reporting Period}} \right] \times 100</math></p>	
<p><b>Exclusions:</b></p> <ul style="list-style-type: none"> <li>• RFS dates missed for reasons beyond Qwest's control.</li> <li>• Cancelled or expired requests.</li> </ul>	
<b>Product Reporting:</b> None	<p><b>Standard:</b></p> <p>CP-2A &amp; -2B: 90%</p> <p>CP-2C: 90%</p>

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<p><b>Availability:</b> <b>Available</b></p>	<p><b>Notes:</b></p> <ol style="list-style-type: none"><li>1. Collocations covered by this measurement are central office related. As additional types of central office collocation are defined and offered, they will be included in this measurement. Non-central office-based types of collocation (such as remote collocation and field connection points) will be considered for either inclusion in this measurement, or in new, separate measurements, after the terms, conditions, and processes for such collocation types become finalized, accepted, mature (i.e., six months of experience from first installations), and ordered in volumes warranting reporting (i.e., consistently more than two per month in any state).</li><li>2. The criteria set forth in the Description above, under "Establishment of RFS Dates," may be changed depending upon the outcome of workshops on interconnection and collocation</li></ol>
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**CP-3 – Collocation Feasibility Study Interval**

<b>Purpose:</b> Evaluates the timeliness of the Qwest sub-process function of providing a collocation feasibility study to the CLEC.	
<b>Description:</b> Measures average interval to respond to collocation studies for feasibility of installation. <ul style="list-style-type: none"> <li>Includes feasibility studies, for collocations of types specified herein that are completed in the reporting period, subject to exclusions specified below. Collocation types included are: physical cageless, physical caged, shared physical caged, physical-line sharing, cageless-line sharing, and virtual. <sup>NOTE 1</sup></li> <li>Interval begins with the Collocation Application Date and ends with the date Qwest completes the Feasibility Study and provides it to the CLEC.</li> <li>The Collocation Application Date is the date Qwest receives from the CLEC a complete application for collocation. In cases where the CLEC's application for collocation is received by Qwest on a weekend or holiday, the Collocation Application Date is the next business day following the weekend or holiday.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Calendar Days
<b>Reporting Comparisons:</b> CLEC aggregate and individual CLEC results	<b>Disaggregation Reporting:</b> Statewide level.
<b>Formula:</b> $\frac{\Sigma[(\text{Date Feasibility Study provided to CLEC}) - (\text{Date Qwest receives CLEC request for Feasibility Study})] + (\text{Total Feasibility Studies Completed in the Reporting Period})}{\text{Total Feasibility Studies Completed in the Reporting Period}}$	
<b>Exclusions:</b> <ul style="list-style-type: none"> <li>CLEC-caused delays of, or CLEC requests for feasibility study completions resulting in greater than ten calendar days from Collocation Application Date to scheduled feasibility study completion date.</li> </ul>	
<b>Product Reporting:</b> None	<b>Standard:</b> 10 calendar days or less
<b>Availability:</b> <b>Available</b>	<b>Notes:</b> <ol style="list-style-type: none"> <li>Collocations covered by this measurement are central office related. As additional types of central office collocation are defined and offered, they will be included in this measurement. Non-central office-based types of collocation (such as remote collocation and field connection points) will be considered for either inclusion in this measurement, or in new, separate measurements, after the terms, conditions, and processes for such collocation types become finalized, accepted, mature (i.e., six months of experience from first installations), and ordered in volumes warranting reporting (i.e., consistently more than two per month in any state).</li> </ol>

**CP-4 – Collocation Feasibility Study Commitments Met**

<b>Purpose:</b> Evaluates the degree that Qwest completes the sub-process function of providing a collocation feasibility study to the CLEC as committed.	
<b>Description:</b> Measures the percentage of collocation feasibility studies for installations that are completed within the Scheduled Interval	
<ul style="list-style-type: none"> <li>• The Scheduled Interval is ten calendar days from the Collocation Application Date or, if interconnection agreements call for different intervals, within intervals specified in the agreements, or if otherwise delayed by the CLEC, the interval resulting from the delay.</li> <li>• Includes all feasibility studies for collocations of types specified herein, that are completed in the reporting period. Collocation types included are: physical cageless, physical caged, shared physical caged, physical-line sharing, cageless-line sharing, and virtual. <sup>NOTE 1</sup></li> <li>• Considers the interval from the Collocation Application Date to the date Qwest completes the Feasibility Study and provides it to the CLEC.</li> <li>• The Collocation Application Date is the date Qwest receives from the CLEC a complete application for collocation. In cases where the CLEC's application for collocation is received by Qwest on a weekend or holiday, the Collocation Application Date is the next business day following the weekend or holiday.</li> <li>• Subject to superceding terms in the CLEC's interconnection agreement, when a CLEC submits six (6) or more Collocation applications in a one-week period in any state, feasibility study intervals will be individually negotiated and the resulting intervals used instead of ten calendar days in this measurement.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Percent
<b>Reporting Comparisons:</b> CLEC aggregate and individual CLEC results	<b>Disaggregation Reporting:</b> Statewide level.
<b>Formula:</b> $\left[ \frac{\text{Total Applicable Collocation Feasibility studies completed within Scheduled Intervals}}{\text{Total applicable Collocation Feasibility studies completed in the reporting period}} \right] \times 100$	
<b>Exclusions:</b> None	
<b>Product Reporting:</b> None	<b>Standard:</b> 90 percent or more
<b>Availability:</b> <b>Available</b>	<b>Notes:</b> 1. Collocations covered by this measurement are central office related. As additional types of central office collocation are defined and offered, they will be included in this measurement. Non-central office-based types of collocation (such as remote collocation and field connection points) will be considered for either inclusion in this measurement, or in new, separate measurements, after the terms, conditions, and processes for such collocation types become finalized, accepted, mature (i.e., six months of experience from first installations), and ordered in volumes warranting reporting (i.e., consistently more than two per month in any state).

## DEFINITION OF TERMS

**Application Date (and Time)** – The date (and time) on which Qwest receives from the CLEC a complete and accurate local service request (LSR) or access service request (ASR) or retail order, subject to the following:

- For the following types of requests/orders, the application date (and time) is the start of the next business day:
  - (1) LSRs and ASRs received after 3:00PM MT for Designed Services and Local Number Portability (except non-designed, flow-through LNP).
  - (2) Retail orders received after 3:00 PM local time for Designed Services.
  - (3) LSRs received after 7:00PM MT for POTS Resale (Residence and Business), Non-Design Resale Centrex, non-designed UNE-P, Unbundled Loops, and non-designed, flow-through LNP.
  - (4) Retail orders for comparable non-designed services cannot be received after closing time, so the cutoff time is essentially the business office closing time.
- For all types of orders that are received from Friday at 7:00 PM MT through Sunday, or on holidays, and do not flow through, the application date (and time) is the next, non-weekend business day.

**Automatic Location Information (ALI)** – The feature of E911 that displays at the Public Safety Answering Point (PSAP) the street address of the calling telephone number. This feature requires a data storage and retrieval system for translating telephone numbers to the associated address. ALI may include Emergency Service Number (ESN), street address, room or floor, and names of the enforcement, fire and medical agencies with jurisdictional responsibility for the address. The Management System (E911) database is used to update the Automatic E911 Location Information databases.

**Bill Date** – the date shown at the top of the bill, representing the date on which Qwest begins to close the bill.

**Blocking** – condition on a telecommunications network where, due to a maintenance problem or an traffic volumes exceeding trunking capacity in a part of the network, some or all originating or terminating calls cannot reach their final destinations. Depending on the condition and the part of the network affected, the network may make subsequent attempts to complete the call or the call may be completely blocked. If the call is completely blocked, the calling party will have to re-initiate the call attempt.

**Business Day** – Workdays that Qwest is normally open for business. Business Day = Monday through Friday, excluding weekends and Qwest published Holidays including New Year's Day, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving and Christmas. Individual measurement definitions may modify (typically expanding) this definition as described in the Notes section of the measurement definition.

**Cleared Trouble Report** – a trouble report for which the trouble has been cleared, meaning the customer is "back in service".

**Closed Trouble Report** – a trouble report that has been closed out from a maintenance center perspective, meaning the ticket is closed in the trouble reporting system following repair of the trouble.

**Code Activation (Opening)** – Process by which new NPA/NXXs (area code/prefix) is defined, through software translations to network databases and switches, in telephone networks. Code activation (openings) allow for new groups of telephone numbers (usually in blocks of 10,000) to be made available for assignment to an ILEC's or CLEC's customers, and for calls to those numbers to be passed between carriers.

**Common Channel Signaling System 7 (CCSS7)** – A network architecture used to for the exchange of signaling information between telecommunications nodes and networks on an out-of-band basis. Information exchanged provides for call set-up and supports services and features such as CLASS and database query and response.

**Common Transport** – Trunk groups between tandem and end office switches that are shared by more than one carrier, often including the traffic of both the ILEC and several CLECs.

**Completion** – The time in the order process when the service has been provisioned and service is available.

**Completion Notice** – A notification the ILEC provides to the CLEC to inform the CLEC that the requested service order activity is complete.

**Coordinated Customer Conversion Orders** that have a due date negotiated between the ILEC, the CLEC, and the customer so that work activities can be performed on a coordinated basis under the direction of the receiving carrier.

**Customer Requested Due Date** – A specific due date requested by the customer which is either shorter or longer than the standard interval or the interval offered by the ILEC.

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**Customer Trouble Reports** – A report that the carrier providing the underlying service opens when notified that a customer has a problem with their service. Once resolved, the disposition of the trouble is changed to closed.

**Dedicated Transport** – A network facility reserved to the exclusive use of a single customer, carrier or pair of carriers used to exchange switched or special, local exchange, or exchange access traffic.

**Delayed Order** – An order which has been completed after the scheduled due date and/or time.

**Directory Assistance Database** – A database that contains subscriber records used to provide live or automated operator-assisted directory assistance. Including 411, 555-1212, NPA-555-1212.

**Directory Listings** – Subscriber information used for DA and/or telephone directory publishing, including name and telephone number, and optionally, the customer's address.

**DS-0** – Digital Service Level 0. Service provided at a digital signal speed commonly at 64 kbps, but occasionally at 56 kbps.

**DS-1** – Digital Service Level 1. Service provided at a digital signal speed of 1.544 Mbps.

**DS-3** – Digital Service Level 3. Service provided at a digital signal speed of 44.736 Mbps.

**Due Date** – The date provided on the Firm Order Confirmation (FOC) the ILEC sends the CLEC identifying the planned completion date for the order.

**End Office Switch** – A switch from which an end users' exchange services are directly connected and offered.

**Final Trunk Groups** – interconnection and interoffice trunk groups that do not overflow traffic to other trunk groups when busy.

**Firm Order Confirmation (FOC)** – Notice the ILEC sends to the CLEC to notify the CLEC that it has received the CLECs service request, created a service order, and assigned it a due date.

**Flow-Through** – The term used to describe whether a LSR electronically is passed from the OSS interface system to the ILEC legacy system to automatically create a service order. LSRs that do not flow through require manual intervention for the service order to be created in the ILEC legacy system.

**Interval Zone 1/Zone 2** – Interval Zone 1 areas are wire centers for which Qwest specifies shorter standard service intervals than for Interval Zone 2 areas.

**Installation** – The activity performed to activate a service.

**Installation Troubles** – A trouble, which is identified after service order activity and installation, has completed on a customer's line. It is likely attributable to the service activity (within a defined time period).

**Interconnection Trunks** – A network facility that is used to interconnect two switches generally of different local exchange carriers

**Inward Activity** – refers to an order for new or additional lines. Change order types for additional lines consist of all C orders with "I" and "T" action coded line USOCs that represent new or additional lines, including conversions from retail to CLEC and CLEC to CLEC.

**Jeopardy** – A condition experienced in the service provisioning process which results potentially in the inability of a carrier to meet the committed due date on a service order

**Jeopardy Notice** – The actual notice that the ILEC sends to the CLEC when a jeopardy has been identified.

**Lack of Facilities** – A shortage of cable facilities identified after a due date has been committed to a customer, including the CLEC. The facilities shortage may be identified during the inventory assignment process or during the service installation process, and typically triggers a jeopardy.

**Local Exchange Routing Guide (LERG)** – A Bellcore master file that is used by the telecom industry to identify NPA-NXX routing and homing information, as well as network element and equipment designations. The file also includes scheduled network changes associated with activity within the North American Numbering Plan (NANP).

**Local Exchange Traffic** – Traffic originated on the network of a LEC in a local calling area that terminates to another LEC in a local calling area.

**Local Number Portability (formerly defined under Permanent Number Portability and also known as – Long Term Number Portability)** – A network technology which allows end user customers to retain their telephone number when moving their service between local service providers. This technology does not employ remote call forwarding, but actually allows the customer's telephone number to be moved and redefined in the network of the new service provider. The activity to move the telephone number is called "porting."

**Local Service Request (LSR)** – transaction sent from the CLEC to the ILEC to order services or to request a change(s) be made to existing services.

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**MSA/Non-MSA** – Metropolitan Statistical Area is a government defined geographic area with a population of 50,000 or greater. Non-Metropolitan Statistical Area is a government defined geographic area with population of less than 50,000. Qwest depicts MSA Non-MSA based on NPA NXX. Where a wire center is predominantly within an MSA, all lines are counted within the MSA.

**Mechanized Bill** – A bill that is delivered via electronic transmission.

**NXX, NXX Code or Central Office Code** – The three digit switch entity indicator that is defined by the “D”, “E”, and “F” digits of a 10-digit telephone number within the NANP. Each NXX Code contains 10,000 station numbers.

**Plain Old Telephone Service (POTS)** – Refers to basic 2-wire, non-complex analog residential and business services. Can include feature capabilities (e.g., CLASS features).

**Projects** – Service requests that exceed the line size and/or level of complexity which would allow for the use of standard ordering and provisioning processes. Generally, due dates for projects are negotiated, coordination of service installations/changes is required and automated provisioning may not be practical.

**Query Types** – Pre-ordering information that is available to a CLEC that is categorized according to standards issued by OBF and/or the FCC.

**Ready For Service (RFS)** – the status achieved in the installation of a collocation arrangement when all “operational” work has been completed. Operational work consists of the following as applicable to the particular type of collocation:

- Cage enclosure complete;
- DC power is active (including fuses available, BDFB [Battery Distribution Fuse Board] in place, and cables between the CLEC and power terminated);
- Primary AC outlet in place;
- Cable racking and circuit terminations are complete (e.g. fiber jumpers placed between the Outside Plant Fiber Distribution Panel and the Central Office Fiber Distribution Panel serving the CLEC). and
- The following items complete, subject to the CLEC having made required payments to Qwest (e.g., final payment): (If the required CLEC payments have not been made, the following items are not required for RFS):
  - Key turnover made available to CLEC.
  - APOT/CFA complete, as defined/required in the CLEC’s interconnection agreement and
  - Basic telephone service and other services and facilities complete, if ordered by CLEC in time to be provided on the scheduled RFS date (per Qwest’s published standard installation intervals for such telephone service).

**Ready for Service Date (RFS date)** – the due date assigned to a collocation order (typically determined by regulatory rulings, contract terms, or negotiations with CLEC) to indicate when collocation installation is scheduled to be ready for service, as defined above.

**Reject** – A status that can occur to a CLEC submitted local service request (LSR) when it does not meet certain criteria. There are two types of rejects: (1) syntax, which occur if required fields are not included in the LSR; and (2) content, which occur if invalid data is provided in a field. A rejected service request must be corrected and re-submitted before provisioning can begin.

**Repeat Report** – Any trouble report that is a second (or greater) report on the same telephone number/circuit ID and at the same premises address within 30 days. The original report can be any category, including excluded reports, and can carry any disposition code.

**Service Group Type** – The designation used to identify a category of similar services, .e.g., UNE loops.

**Service Order** – The work order created and distributed in ILECs systems and to ILEC work groups in response to a complete, valid local service request.

**Service Order Type** – The designation used to identify the major types of provisioning activities associated with a local service request.

**Standard Interval** – The interval that the ILEC publishes as a guideline for establishing due dates for provisioning a service request. Typically, due dates will not be assigned with intervals shorter than the standard. These intervals are specified by service type and type of service modification requested. ILECs publish these standard intervals in documents used by their own service representatives as well as ordering instructions provided to CLECs in the Qwest Standard Interval Guidelines.

**Subsequent Reports** – A trouble report that is taken in relation to a previously-reported trouble prior to the date and time the initial report has a status of “closed.”

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**Tandem Switch** – Switch used to connect and switch trunk circuits between and among Central Office switches.

**Time to Restore** – The time interval from the receipt, by the ILEC, of a trouble report on a customer's service to the time service is fully restored to the customer.

**Unbundled Network Element – Platform (UNE-P)** – Combinations of network elements, including both new and conversions, involving POTS (i.e., basic services providing dialtone).

**Unbundled Loop** - The Unbundled Loop is a transmission path between a Qwest Central Office Distribution Frame, or equivalent, and the Loop Demarcation Point at an end user premises. Loop Demarcation Point is defined as the point where Qwest owned or controlled facilities cease, and CLEC, end user, owner or landlord ownership of facilities begins.

**Usage Data** – Data generated in network nodes to identify switched call data on a detailed or summarized basis. Usage data is used to create customer invoices for the calls.

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**GLOSSARY OF ACRONYMS**

<b>ACRONYM</b>	<b>DESCRIPTION</b>
ACD	Automatic Call Distributor
ADSL	Asymmetric Digital Subscriber Line
ALI	Automatic Line Information (for 911/E911 systems)
ASR	Service Request (processed via Exact system)
BRI	Basic Rate Interface (type of ISDN service)
CABS	Carrier Access Billing System
CKT	Circuit
CLEC	Competitive Local Exchange Carrier
CO	Central Office
CPE	Customer Premises Equipment
CRIS	Customer Record Information System
CSR	Customer Service Record
DA	Directory Assistance
DB	Decibel
DB	Database
DS0	Digital Service 0
DS1	Digital Service 1
DS3	Digital Service 3
E911 MS	E911 Management System
EAS	Extended Area Service
EB-TA	Electronic Bonding – Trouble Administration
EDI	Electronic Data Interchange
EELS	Enhanced Extended Links
ES	Emergency Services (for 911/E911)
FOC	Firm Order Confirmation
GUI	Graphical User Interface
HDSL	High-bit-rate Digital Subscriber Line
HICAP	High Capacity Digital Service
IEC	Interexchange Carrier
ILEC	Incumbent Local Exchange Carrier
INP	Interim Number Portability
IOF	Interoffice Facilities (refers to trunk facilities located between Qwest central offices)
ISDN	Integrated Services Digital Network
IMA	Interconnect Mediated Access
LATA	Local Access Transport Area
LERG	Local Exchange Routing Guide
LIDB	Line Identification Database
LIS	Local Interconnection Service Trunks
LNP	Long Term Number Portability
LSR	Local Service Request
N, T, C	Service Order Types - - N (new), T (to or transfer), C (change)
NANP	North American Numbering Plan
NDM	Network Data Mover
NPAC	Number Portability Administration Center
NXX	Telephone number prefix
OBF	Ordering and Billing Forum
OOS	Out of service (type of trouble condition)
OSS	Operations-al Support Systems
PBX	Private Branch Exchange
PON	Purchase Order Number

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ACRONYM	DESCRIPTION
POTS	Plain Old Telephone Service
PRI	Primary Rate Interface (type of ISDN service)
RFS	Ready for Service (refers to collocation projects)
SOP	Service Order Processor
SOT	Service Order Type
SS7	Signaling System 7
STP	Signaling Transfer Point
TN	Telephone Number
UDIT	Unbundled Dedicated Interoffice Transport
UNE	Unbundled Network Element
UNE-P	Unbundled Network Element – Platform
VRU	Voice Response Unit
WFA	Work Force Administration
XDSL	(x) Digital Subscriber Line. (The “x” prefix refers to DSL generically. An “x” replaced by an “A” refers to Asymmetric DSL, and by an “H” refers to High-bit-rate DSL.)

1 Graphical User Interface

### **ATTACHMENT 3**

#### **1.0 Force Majeure**

1.1 Neither Party shall be liable for any delay or failure in performance of any part of this Agreement from any cause beyond its control and without its fault or negligence including, without limitation, acts of nature, acts of civil or military authority, government regulations, embargoes, epidemics, terrorist acts, riots, insurrections, fires, explosions, earthquakes, nuclear accidents, floods, work stoppages, power blackouts, volcanic action, other major environmental disturbances, or unusually severe weather conditions (collectively, a Force Majeure Event). Inability to secure products or services of other Persons or transportation facilities or acts or omissions of transportation Carriers shall be considered Force Majeure Events to the extent any delay or failure in performance caused by these circumstances is beyond the Party's control and without that Party's fault or negligence. The Party affected by a Force Majeure Event shall give prompt notice to the other Party, shall be excused from performance of its obligations hereunder on a Day to Day basis to the extent those obligations are prevented by the Force Majeure Event, and shall use reasonable efforts to remove or mitigate the Force Majeure Event. In the event of a labor dispute or strike the Parties agree to provide service to each other at a level equivalent to the level they provide themselves.

## ATTACHMENT 4

### 1.0 Dispute Resolution

1.1 If any claim, controversy or dispute between the Parties, their agents, employees, officers, directors or affiliated agents should arise, and the Parties do not resolve it in the ordinary course of their dealings (the "Dispute"), then it shall be resolved in accordance with this Section. Each notice of default, unless cured within the applicable cure period, shall be resolved in accordance herewith. Dispute resolution under the procedures provided in this Section 1.0 shall be the preferred, but not the exclusive remedy for all disputes between Qwest and CLEC arising out of this Agreement or its breach. Each Party reserves its rights to resort to the Commission or to a court, agency, or regulatory authority of competent jurisdiction. Nothing in this Section 1.0 shall limit the right of either Qwest or CLEC, upon meeting the requisite showing, to obtain provisional remedies (including injunctive relief) from a court before, during or after the pendency of any arbitration proceeding brought pursuant to this Section 1.0. However, once a decision is reached by the Arbitrator, such decision shall supersede any provisional remedy.

1.2 At the written request of either Party (the Resolution Request), and prior to any other formal dispute resolution proceedings, each Party shall within seven (7) calendar Days after such Resolution Request designate a vice-presidential level employee or a representative with authority to make commitments to review, meet, and negotiate, in good faith, to resolve the Dispute. The Parties intend that these negotiations be conducted by non-lawyer, business representatives, and the locations, format, frequency, duration, and conclusions of these discussions shall be at the discretion of the representatives. By mutual agreement, the representatives may use other procedures, such as mediation, to assist in these negotiations. The discussions and correspondence among the representatives for the purposes of these negotiations shall be treated as Confidential Information developed for purposes of settlement, and shall be exempt from discovery and production, and shall not be admissible in any subsequent arbitration or other proceedings without the concurrence of both of the Parties.

1.3 If the vice-presidential level representatives or the designated representative with authority to make commitments have not reached a resolution of the Dispute within fifteen (15) calendar Days after the Resolution Request (or such longer period as agreed to in writing by the Parties), or if either Party fails to designate such vice-presidential level representative or their representative with authority to make commitments within seven (7) calendar Days after the date of the Resolution Request, then either Party may request that the Dispute be settled by arbitration. Notwithstanding the foregoing, a Party may request that the Dispute be settled by arbitration two (2) calendar Days after the Resolution Request pursuant to the terms of Section 1.3.1. In any case, the arbitration proceeding shall be conducted by a single arbitrator, knowledgeable about the Telecommunications industry unless the Dispute involves amounts exceeding five million (\$5,000,000) in which case the proceeding shall be conducted by a panel of three (3) arbitrators, knowledgeable about the Telecommunications industry. The arbitration proceedings shall be conducted under the then-current rules for commercial disputes of the American Arbitration Association (AAA) or J.A.M.S./Endispute, at the election of the Party that initiates dispute resolution under this Section 1.0. Such rules and procedures shall apply notwithstanding any part of such rules that may limit their availability for resolution of a Dispute. The Federal Arbitration Act, 9 U.S.C. Sections 1-16, not state law, shall govern the arbitrability of the Dispute. The arbitrator shall not have authority to award punitive damages. The arbitrator's award shall be final and binding and may be entered in any court having jurisdiction thereof. Each Party shall bear its own costs and attorneys' fees, and shall share equally in the fees and expenses of the arbitrator. The arbitration proceedings shall occur in the Denver,

Colorado metropolitan area or in another mutually agreeable location. It is acknowledged that the Parties, by mutual, written agreement, may change any of these arbitration practices for a particular, some, or all Dispute(s). The Party which sends the Resolution Request must notify the Secretary of the Commission of the arbitration proceeding within forty-eight (48) hours of the determination to arbitrate.

1.3.1 All expedited procedures prescribed by the AAA or J.A.M.S./Endispute rules, as the case may be, shall apply to Disputes affecting the ability of a Party to provide uninterrupted, high quality services to its End User Customers, or as otherwise called for in this Agreement. A Party may seek expedited resolution of a Dispute if the vice-presidential level representative, or other representative with authority to make commitments, have not reached a resolution of the Dispute within two (2) calendar Days after the Resolution Request. In the event the Parties do not agree that a service affecting Dispute exists, the Dispute resolution shall commence under the expedited process set forth in this Section 1.3.1, however, the first matter to be addressed by the Arbitrator shall be the applicability of such process to such Dispute.

1.3.2 There shall be no discovery except for the exchange of documents deemed necessary by the Arbitrator to an understanding and determination of the dispute. Qwest and CLEC shall attempt, in good faith, to agree on a plan for such document discovery. Should they fail to agree, either Qwest or CLEC may request a joint meeting or conference call with the Arbitrator. The Arbitrator shall resolve any disputes between Qwest and CLEC, and such resolution with respect to the need, scope, manner, and timing of discovery shall be final and binding.

#### 1.3.3 Arbitrator's Decision

1.3.3.1 The Arbitrator's decision and award shall be in writing and shall state concisely the reasons for the award, including the Arbitrator's findings of fact and conclusions of law.

1.3.3.2 An interlocutory decision and award of the Arbitrator granting or denying an application for preliminary injunctive relief may be challenged in a forum of competent jurisdiction immediately, but no later than ten (10) business days after the appellant's receipt of the decision challenged. During the pendency of any such challenge, any injunction ordered by the Arbitrator shall remain in effect, but the enjoined Party may make an application to the Arbitrator for appropriate security for the payment of such costs and damages as may be incurred or suffered by it if it is found to have been wrongfully enjoined, if such security has not previously been ordered. If the authority of competent jurisdiction determines that it will review, a decision granting or denying an application for preliminary injunctive relief, such review shall be conducted on an expedited basis.

1.3.4 To the extent that any information or materials disclosed in the course of an arbitration proceeding contain proprietary, trade secret or Confidential Information of either Party, it shall be safeguarded in accordance with Nondisclosure or Confidentiality section of CLEC Interconnection Agreement, or if the Parties mutually agree, such other appropriate agreement for the protection of proprietary, trade secret or Confidential Information that the Parties negotiate.

However, nothing in such negotiated agreement shall be construed to prevent either Party from disclosing the other Party's information to the Arbitrator in connection with or in anticipation of an arbitration proceeding, provided, however, that the Party seeking to disclose the information shall first provide fifteen (15) calendar Days notice to the disclosing Party so that that Party, with the cooperation of the other Party, may seek a protective order from the arbitrator. Except as the Parties otherwise agree, or as the Arbitrator for good cause orders, the arbitration proceedings, including hearings, briefs, orders, pleadings and discovery shall not be deemed confidential and may be disclosed at the discretion of either Party, unless it is subject to being safeguarded as proprietary, trade secret or Confidential Information, in which event the procedures for disclosure of such information shall apply.

1.4 Should it become necessary to resort to court proceedings to enforce a Party's compliance with the dispute resolution process set forth herein, and the court directs or otherwise requires compliance herewith, then all of the costs and expenses, including its reasonable attorney fees, incurred by the Party requesting such enforcement shall be reimbursed by the non-complying Party to the requesting Party.

1.5 No Dispute, regardless of the form of action, arising out of this Agreement, may be brought by either Party more than two (2) years after the cause of action accrues.

1.6 Nothing in this Section is intended to divest or limit the jurisdiction and authority of the Commission or the FCC as provided by state and federal law.

1.7 In the event of a conflict between this Agreement and the rules prescribed by the AAA or J.A.M.S./Endispute, this Agreement shall be controlling.

1.8 This Section does not apply to any claim, controversy or dispute between the Parties, their agents, employees, officers, directors or affiliated agents concerning the misappropriation of use of intellectual property rights of a Party, including, but not limited to, the use of the trademark, tradename, trade dress or service mark of a Party.

921-2482-03-439

**SENDER: COMPLETE THIS SECTION**

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
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**COMPLETE THIS SECTION ON DELIVERY**

A. Signature  
*X Beatriz Martinez*  Agent  Addressee

B. Received by (Printed Name) *Beatriz Martinez* C. Date of Delivery *8/18/03*

D. Is delivery address different from item 1?  Yes  No  
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4. Restricted Delivery? (Extra Fee)  Yes

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1. Article Addressed to:  
*Alex Valencia*  
*Preferred Carrier Services Inc*  
*14681 Midway Rd Ste 105*  
*Addison Tx 75001*

2. Article Number  
 (Transfer from service label)

**COMPLETE THIS SECTION ON DELIVERY**

A. Signature  
*X Brenda Silva*  Agent  Addressee

B. Received by (Printed Name) *Brenda Silva* C. Date of Delivery *9/29/03*

D. Is delivery address different from item 1?  Yes  No  
 if YES, enter delivery address below:

3. Service Type  
 Certified Mail  Express Mail  
 Registered  Return Receipt for Merchandise  
 Insured Mail  C.O.D.

4. Restricted Delivery? (Extra Fee)  Yes

7002 2410 0003 4913 3722