DIVIDER

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

DESCRIPTION

PU-04-632
Qwest Corporation
Performance Indicator Definitions
Revision 04
Filed 11/30/2004 **Closed** 1/20/2005

NORTH DAKOTA PUBLIC SERVICE COMMISSION
INFORMAL HEARING
January 25, 2006

Qwest Corporation **Case No. PU-05-584 et.al.**
Performance Assurance Plan
Revision

STAFF MEMORANDUM

Executive Summary

(1) Staff believes that the Commission can approve PID changes because the PID document is part of the SGAT, but the PID changes will only affect future interconnection agreements when the PID changes were not part of a ROC PID administration collaborative
(2) Staff believes the Commission has no authority to approve PAP changes unless they have resulted from a ROC administration collaborative or a Commission six-month review. Although the PAP is an exhibit to the SGAT, Qwest maintains the PAP is not a part of the SGAT. PAP changes only take effect when included as part of a future interconnection agreement

SUMMARY OF PROPOSAL:
On September 22, 2005 Qwest filed an application for approval of revisions to its PIDs, Case No PU-05-583, and also revisions to its PAP, Case No. PU-05-584. The proposed revisions result from a stipulation between Qwest, MCImetro, Covad, and AT&T (New Stipulation). Qwest states that the New Stipulation is a comprehensive modification of and replaces the previously filed Washington Stipulation (Case Nos. PU-04-500 and PU-04-501) and Arizona Stipulation (Case Nos. PU-04-632 and PU-04-631). Qwest states that, when the New Stipulation is approved by the Commission, the changes will amend the agreements of all CLECs that have adopted or elected Exhibits B and K of the SGAT

PID Revisions

SGAT Section 20.0 provides that changes to PIDs (added, deleted, or modified) that are made by the Regional Oversight Committee shall be incorporated into Exhibit B by reference. Modifications of PIDs that apply to the Qwest Performance Assurance Plan (QPAP) shall be made in accordance with Section 16.0 of Exhibit K. The PID revisions proposed in Case Nos. PU-04-220 and PU-04-302 were part of a ROC PID administration collaborative and thus made by the Regional Oversight Committee. Those revisions are incorporated into Exhibit B by reference and so the Commission did not issue orders. The revisions went into effect after 60 days as provided under Section 252(f)(3) of the Telecommunications Act of 1996 (Act).

The PID revisions proposed in Case Nos. PU-04-500 and PU-04-632 were not made by the Regional Oversight Committee but instead were a resolution of disputed issues that were the subject of a six month review of the PAP in the states of Washington and Arizona. Qwest considers the PID document to be part of the SGAT and the Commission has authority under North Dakota Century Code Section 49-21-01.7(10) to approve an SGAT under Section 252 of the Act. Therefore, the Commission issued orders approving those PID revisions

In Qwest's latest PID revision filing, Case No. PU-04-583, the proposed PID revisions again result from a stipulation reached outside the Regional Oversight Committee. These revisions would not be incorporated into Exhibit B by reference under SGAT Section 20.0. The revisions could be approved by the Commission under the SGAT, however, the revisions would then affect only the amended agreements of MCImetro, Covad, and AT&T and any future interconnection agreements adopting an SGAT that includes those amendments and that interconnection agreement approved by the Commission. Under Section 252(f)(3) of the Act, the PID changes proposed in Case No. PU-04-583 went into effect after 60 days from September 22, 2005. The PID changes will not amend the existing interconnection agreements of all other CLECs that have adopted or elected Exhibits B and K of the SGAT.

PAP Revisions

The North Dakota Century Code only provides Commission with authority to approve the SGAT and interconnection agreements. The PAP is an exhibit to the SGAT, but Qwest maintains that the PAP is not a part of the SGAT.[1] Therefore, the Commission has no authority under the North Dakota Century Code to approve PAP revisions. However, the Commission has authority under North Dakota Century Code Section 49-21-01.7(9) to approve interconnection agreements An interconnection agreement may incorporate the PAP and therefore, the Commission approves the PAP when it approves an interconnection agreement incorporating the PAP.

While the North Dakota Century Code provides no Commission authority to approve the PAP, PAP Section 16.3 provides for Commission approval of PAP changes resulting from a ROC administration forum. PAP Section 16.1 provides for Commission approval of PAP changes resulting from a PAP six-month review process.

In Case Nos. PU-2342-03-632 and PU-04-303, the PAP revisions resulted from ROC administration forums and the Commission adopted orders to approve the revisions under authority provided by PAP Section 16.3.

Case Nos. PU-04-501 (Washington Stipulation) and PU-04-631 (Arizona Stipulation) did not involve PAP revisions resulting from a ROC administration forum or a six-month review process in North Dakota. Therefore the Commission did not issue

[1] Qwest Corporation, November 5, 2002 letter, Case No PU-314-97-193, document #1365

an order for approval. Similarly, the New Stipulation was not part of a ROC administration forum or a six-month review process in North Dakota. The Commission has no authority to adopt an order approving the PAP revisions except through the approval of an interconnection agreement containing those revisions.

STATE OF NORTH DAKOTA
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of the Qwest Performance Assurance Plan

PU 04-220; PU 04-302;
PU 04-303; PU 04-500;
PU 04-501; PU 04-631
PU 04-632 PU-05-583
PU-05-584

ERRATA TO THE SETTLEMENT OF DISPUTED ISSUES

Qwest Corporation, through undersigned counsel, respectfully submits these errata to the Settlement of Disputed Issues, which Qwest filed on behalf of all the parties on September 22, 2005. An underlined version and a clean version of the first page of the Settlement are attached. The clean version should be substituted for the first page of the Settlement currently on file with the Commission.

The edits to the first page of the Settlement correct the case number references in the caption of the filing and delete the references to case numbers in the text.

RESPECTFULLY submitted this 25th day of October, 2005.

QWEST CORPORATION

By: Melissa K. Thompson

Melissa K. Thompson
Qwest Services Corporation
1801 California, 10th Floor
Denver, CO 80202
(303) 383-6728
(303) 296-3132 (fax)
melissa.thompson@qwest.com

Attorney for Qwest Corporation

STATE OF NORTH DAKOTA
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of the Qwest Performance Assurance Plan	PU 04-220; PU 04-302; PU 04-303; PU 04-500; PU 04-501; PU 04-631 PU 04-632
	SETTLEMENT OF DISPUTED ISSUES

COME NOW Qwest Corporation ("Qwest"), MCImetro Access Transmission Service, LLC ("MCI"), Dieca Communications d/b/a Covad Communications Company ("Covad"), AT&T Communications of the Midwest, Inc. (collectively, the "Stipulating Parties") and submit the following revised Stipulation.

The Stipulating Parties have agreed and respectfully recommend that the North Dakota Public Service Commission ("Commission") issue its Order approving the following dispositions of the issues that modify and supersede two Stipulations previously filed with this Commission.

The first Stipulation (the "Washington Stipulation"), was filed on September 15, 2004. The second Stipulation (the "Arizona Stipulation"), was filed on November 30, 2004. This revised Stipulation is intended to be a comprehensive modification of the issues contained in both the Washington and Arizona Stipulations and replaces those filings. Each Stipulating Party agreed initially and with this Stipulation to compromise its positions, including legal positions, with the goal of achieving an overall resolution that is fair and in the public interest. The Stipulating Parties, at arms' length and with full knowledge of the facts, recommend that this revised Stipulation be approved by the

STATE OF NORTH DAKOTA
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of the Qwest Performance Assurance Plan	PU 04-220; PU 04-302; PU 04-303; ~~PU 04-403;~~ PU 04-500; PU 04-501 PU 04-631; PU 04-632 **SETTLEMENT OF DISPUTED ISSUES**

COME NOW Qwest Corporation ("Qwest"), MCImetro Access Transmission Service, LLC ("MCI"), Dieca Communications d/b/a Covad Communications Company ("Covad"), AT&T Communications of the Midwest, Inc. (collectively, the "Stipulating Parties") and submit the following revised Stipulation.

The Stipulating Parties have agreed and respectfully recommend that the North Dakota Public Service Commission ("Commission") issue its Order approving the following dispositions of the issues that modify and supersede two Stipulations previously filed with this Commission ~~in Case Numbers PU 04-302 and PU 04-303.~~ The first Stipulation (the "Washington Stipulation"), was filed on September 15, 2004. The second Stipulation (the "Arizona Stipulation"), was filed on November 30, 2004. This revised Stipulation is intended to be a comprehensive modification of the issues contained in both the Washington and Arizona Stipulations and replaces those filings. Each Stipulating Party agreed initially and with this Stipulation to compromise its positions, including legal positions, with the goal of achieving an overall resolution that is fair and in the public interest. The Stipulating Parties, at arms' length and with full knowledge of the facts, recommend that this revised Stipulation be approved by the

CERTIFICATE OF SERVICE

I hereby certify that I caused a true and correct copy of the foregoing **Errata to the Settlement of Disputed Issues** to be served via electronic and U S. Mail, postage prepaid, to the following on this 25th day of October, 2005.

Ilona Jeffcoat-Sacco
Executive Secretary
North Dakota Public Service Commission
600 East Boulevard Avenue – 12th Floor
Bismarck ND 58505-0480
ijeffcoatsacco@state.nd.us

Greg Diamond, Attorney
Covad
7901 Lowry Blvd.
Denver, CO 80230
gdiamond@covad com

Michele Singer-Nelson, Attorney
MCI
707 17th Street, Suite 4200
Denver, CO 80202
michel.singer_nelson@mci.com

Letty S. D. Friesen, Senior Attorney
AT&T
919 Congress Ave Suite 900
Austin TX 78701
lsfriesen@att.com

Debbow Dunning

Qwest
Spirit of Service™

September 23, 2005

Ms. Ilona Jeffcoat-Sacco
Executive Secretary
North Dakota Public Service Commission
600 East Boulevard Avenue -- 12th Floor
Bismarck, North Dakota 58505-0480

PU-04-220
PU-04-500
PU-04-501
PU-04-631
PU-04-632
PU-05-383
PU-05-584

Re: Case No. PU-04-302 and PU-04-~~403~~ 303

Dear Ms. Jeffcoat-Sacco:

On September 22, 2005, Qwest Corporation filed a Settlement of Disputed Issues in above referenced dockets. Unfortunately, the Certificate of Service for the filing is incorrect. Please accept the enclosed corrected Certificate of Service and seven copies for filing as a replacement for the original Certificate of Service . I apologize for any inconvenience that we may have caused.

Thank you If you have any questions or concerns, please contact me at 303.383.6639 or debbie.dunning@qwest.com.

Sincerely,

Debbie Dunning

Debbie Dunning

Encl.

CERTIFICATE OF SERVICE

I hereby certify that I caused a true and correct copy of the foregoing **Settlement of Disputed Issues** to be served via electronic and U.S. Mail, postage prepaid, to the following on this 22nd day of September, 2005:

Ilona Jeffcoat-Sacco
Executive Secretary
North Dakota Public Service Commission
600 East Boulevard Avenue – 12th Floor
Bismarck ND 58505-0480
ijeffcoatsacco@state.nd.us

Greg Diamond, Attorney
Covad
7901 Lowry Blvd.
Denver, CO 80230
gdiamond@covad.com

Michele Singer-Nelson, Attorney
MCI
707 17th Street, Suite 4200
Denver, CO 80202
michel.singer_nelson@mci.com

Letty S D. Friesen, Senior Attorney
AT&T
919 Congress Ave Suite 900
Austin TX 78701
lsfriesen@att.com

Debbie Dunning

Qwest
Spirit of Service

Qwest
1801 California St. Suite 900
Denver, CO 80202
Phone 303-383-6728
Facsimile 303-296-3132
E-Mail melissa.thompson@qwest.com

Melissa K. Thompson
Senior Attorney

September 22, 2005

Ms. Ilona Jeffcoat-Sacco
Executive Secretary
North Dakota Public Service Commission
600 East Boulevard Avenue -- 12th Floor
Bismarck, North Dakota 58505-0480

Re: Case No. PU-04-302 and PU-04-403

Dear Ms. Jeffcoat-Sacco:

Please find enclosed an original and seven copies of a filing for Cases No. PU-04-302 and PU-04-403. We are submitting an electronic copy of the filing as well. If you have any questions or concerns, please feel free to contact me.

Thank you.

Sincerely,

Melissa K. Thompson

cc: Scott Macintosh
Mel Kambeitz
Laurel Burke

STATE OF NORTH DAKOTA
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of the Qwest Performance Assurance Plan

PU 04-302 PU-04-220
PU 04-500
PU 04-~~403~~ 303 PU-04-501
PU-04-631
PU-04-632

SETTLEMENT OF DISPUTED ISSUES

PU-04-583
PU-05-584

COME NOW Qwest Corporation ("Qwest"), MCImetro Access Transmission Service, LLC ("MCI"), Dieca Communications d/b/a Covad Communications Company ("Covad"), AT&T Communications of the Midwest, Inc. (collectively, the "Stipulating Parties") and submit the following revised Stipulation.

The Stipulating Parties have agreed and respectfully recommend, that the North Dakota Public Service Commission ("PUC" or "Commission") issue its Order approving the following dispositions of the issues which modify and supersede two Stipulations previously filed with this Commission in Case Numbers PU-04-302 and PU-04-303. The first Stipulation (the "Washington Stipulation"), was filed on September 15, 2004. The second Stipulation (the "Arizona Stipulation"), was filed on November 30, 2004. This revised Stipulation is intended to be a comprehensive modification of the issues contained in both the Washington and Arizona Stipulations and replaces those filings. Each Stipulating Party agreed initially and with this Stipulation to compromise its positions, including legal positions, with the goal of achieving an overall resolution that is fair and in the public interest. The Stipulating Parties, at arms' length and with full knowledge of the facts, recommend that this revised Stipulation be approved by the

Commission as it is consistent with the Federal Telecommunications Act of 1996 ("the Act") and this Commission's prior orders regarding Qwest's Performance Assurance Plan ("QPAP"). Section 14.0 of the QPAP will not apply to any re-run that is necessary to effectuate this revised Stipulation.

If the Commission does not adopt the proposal in this revised Stipulation in whole or in part, the Stipulating Parties reserve their rights to take positions on issues in future proceedings that may be contrary to this revised Stipulation. Except as necessary to have effectuated their agreement to promptly submit and recommend this revised Stipulation to the remaining state regulatory commissions, nothing in this revised Stipulation may be used as precedent or an admission against interest by any Stipulating Party against any other Stipulating Party in any future proceeding.

For North Dakota, the Parties stipulate as follows:

1. Line Splitting: Apply the Qwest DSL standard to OP-5A as a separate disaggregation in the QPAP. Parties agree that QPAP provisions will apply beginning with performance data that is two months of re-run data and the current month's performance data; the exact months are determined by whether the Commission's approval is given on or before, or after the 10th calendar day of a month.[1]

2. Loop Splitting: No QPAP changes are required. However, CLECs and Qwest agree that performance reporting will begin, on a diagnostic basis, at the time CLECs order loop splitting, in any quantity, for three consecutive months as reflected in

[1] For example, if the adoption date of the Commission's order were after December 10, 2005 but on or before January 10, 2006, the beginning month of the QPAP applicability will be October 2005, or if the adoption date were after January 10, 2006 but on or before February 10, 2006, the beginning month of the QPAP applicability would be November, 2005, and so forth

Exhibit B.

3. x-DSLI: Include x-DSLI loops in the OP and MR measurements of the QPAP as follows: 90% for OP-3; 6 business days for OP-4; parity with Qwest DSL for OP-5A; parity with Qwest DSL with dispatch for OP-6; parity with Qwest IDSL for the MR-3, MR-6, MR-7, and MR-8. Parties agree that QPAP provisions will apply beginning with performance data that is two months of re-run data and the current month's performance data; the exact months are determined by whether the Commission's approval is given on or before, or after the 10th calendar day of a month.[2]

4. PO-20.

A. Incorporation of the new PO-20 into Exhibit B:

The expanded PO-20 was filed with this Commission on September 13, 2004 to be incorporated into the North Dakota Exhibit B. Parties agree that QPAP provisions will apply beginning with performance data that is two months of re-run data and the current month's performance data; the exact months are determined by whether the Commission's approval is given on or before, or after the 10th calendar day of a month.[3]

B. Tier Designation: Tier 1B ; no Tier 2. Parties agree that QPAP provisions will apply beginning with performance data that is two months of re-run data and the current month's performance data; the exact months are determined by

---

[2] See footnote 1 above.
[3] See footnote 1 above

whether the Commission's approval is given on or before, or after the 10th calendar day of a month.[4]

C. Low Volume Exception: A standard of "no more than one order with PO-20 errors" should be assigned, applicable when CLEC volumes are lower than or equal to seventeen in a month during the time the 97% benchmark applies, lower than or equal to thirteen in a month during the time the 96% benchmark applies, and lower than or equal to ten in a month during the time the 95% benchmark applies. Parties agree that QPAP provisions will apply beginning with performance data that is two months of re-run data and the current month's performance data; the exact months are determined by whether the Commission's approval is given on or before, or after the 10th calendar day of a month.[5]

D. A Stabilization or "Burn In" Period: Qwest should be allowed a stabilization or "burn in period" of up to three months on each Phase, during which payments are not required for "misses" in the Phase being "burned in," but payments are required for "misses" that exceed the applicable benchmark in the previous Phase and that are reported based on the PID requirements for the previous Phase. Parties agree that QPAP provisions will apply beginning with performance data that is two months of re-run data and the current month's performance data; the exact months are determined by whether the Commission's approval is given on or before, or after the 10th calendar day of a month.[6]

---

[4] See footnote 1 above
[5] See footnote 1 above
[6] See footnote 1 above

5. Publishing Aggregate Payments: Beginning with September 2004 performance, Qwest began publishing and will continue to publish on its website the state payment report by major PID category that Qwest files with the North Dakota Commission; and Qwest has made available and will continue to make available a report similar to that which it provides individual CLECs in Tab 2 of the CLEC payment report showing QPAP payments at the PID/Product submeasure level, and will total the payments for each submeasure and/or product. For example, Qwest will report aggregate QPAP payments by measure (e.g., MR-8) and will also publish aggregate QPAP payments at the submeasure level (e.g., MR-8 for DS-1 capable loops).

6. Low Volume Exception for Line Splitting: No Low Volume Exception will be allowed for OP-3 for Line Splitting.

7. OP-5, New Service Quality; The performance indicator definition OP-5B will be updated to reflect a benchmark of 96.5% for all products except Dark Fiber, Sub Loop Unbundling and Frame Relay which will remain diagnostic. The QPAP and in Minnesota, the Wholesale Service Quality Plan ("MWSQP") will also be revised to include OP-5A and OP-5B. Parties agree that QPAP provisions will apply beginning with performance data that is two months of re-run data and the current month's performance data; the exact months are determined by whether the Commission's approval is given on or before, or after the 10th calendar day of a month.[7]

Further, in the QPAP, OP-5B for all states, and in the MWSQP in Minnesota, apply a standard of no more than one order with new service trouble (of the total orders in

[7] See footnote 1 above

OP-5T) when order volumes are ≤ 29. That is, low volume treatment for OP-5B will only be triggered if both (1) the CLEC volume of orders is less than or equal to 29 (the denominator of OP-5T) and (2) the number of orders with trouble in OP-5A is no more than one. Parties agree that QPAP provisions will apply beginning with performance data that is two months of re-run data and the current month's performance data; the exact months are determined by whether the Commission's approval is given on or before, or after the 10th calendar day of a month on or before, or after the 10th calendar day of a month.[8]

The Parties do not agree as to whether low volume treatment is appropriate. CLECs will not object to low volume treatment in this one instance to resolve this disputed issue. In agreeing to this compromise, the Parties are making no representations that low volume treatment or the linking of measures to determine low volume treatment is appropriate for any other measurement or purpose. All Parties reserve their rights to their positions as to the low volume treatment in other contexts, and Qwest will not state in any other context that CLECs agreed that low volume relief is appropriate based on this compromise.

In addition, the Parties do not agree as to whether a 96.5% benchmark is appropriate. Qwest will not object to a 96.5% benchmark in the instance of this one sub-measurement, for all states, to resolve this disputed issue. In agreeing to this compromise, the Parties are making no representations that such a standard or benchmark level is appropriate for any other measurement. All Parties reserve their rights to their positions

[8] See footnote 1 above

as to the types and levels of standards for other measurements in other contexts, and CLECs will not state in any other context that Qwest agreed that a 96.5% benchmark is appropriate for the OP measures or for any other measurement.

8. PO-2, Electronic Flow-Through and BI-5, Billing Claims Adjustments; The Stipulating Parties intend by this agreement to maintain the status quo as to PO-2 and BI-5 in all states at least until the next 6 month review cycle following what may currently be started or underway.[9]

9. Implementation: This revised Stipulation may be executed in counterparts. If and when this revised Stipulation is approved and adopted by the North Dakota Commission through approvals of the amended Exhibit B, these changes will amend the agreements of all CLECs that have adopted or elected Exhibits B and K.

So have we all stipulated.

[9] CLECs agree not to seek the addition of BI-5 until at least the next 6 month review cycle following what may currently be started or underway Qwest agrees not to seek the removal of PO-2 from the QPAP until at least the next 6 month review cycle following what may currently be started or underway

QWEST CORPORATION

Laurel L. Burke
Sr. Attorney
Counsel for Qwest Corporation

MCImetro Access Transmission Service, LLC

Michelle Singer Nelson
Attorney
Counsel for MCI

Dieca Communications, d/b/a Covad.Comunications Company

Gregory Diamond
Attorney
Counsel for Covad

AT&T Communications of the Midwest, Inc.

Letty S. D. Friesen
Sr. Attorney
Counsel for AT&T

QWEST CORPORATION

_____

Laurel L. Burke
Sr. Attorney
Counsel for Qwest Corporation

MCImetro Access Transmission Service, LLC

_____

Michelle Singer Nelson
Attorney
Counsel for MCI

Dieca Communications, d/b/a Covad.Comunications Company

_____

Gregory Diamond
Attorney
Counsel for Covad

AT&T Communications of the Midwest, Inc.

_____

Letty S. D. Friesen
Sr. Attorney
Counsel for AT&T

QWEST CORPORATION

Laurel L. Burke
Sr. Attorney
Counsel for Qwest Corporation

MCImetro Access Transmission Service, LLC

Michelle Singer Nelson
Attorney
Counsel for MCI

Dieca Communications, d/b/a Covad.Comunications Company

Gregory Diamond
Attorney
Counsel for Covad

AT&T Communications of the Midwest, Inc.

Letty S. D. Friesen
Sr. Attorney
Counsel for AT&T

CERTIFICATE OF SERVICE

I hereby certify that I caused a true and correct copy of the foregoing **Settlement of Disputed Issues** to be served via electronic and U.S. Mail, postage prepaid, to the following on this 22nd day of September, 2005:

Ilona Jeffcoat-Sacco
Executive Secretary
North Dakota Public Service Commission
600 East Boulevard Avenue – 12th Floor
Bismarck ND 58505-0480
ijeffcoatsacco@state.nd.us

Greg Diamond, Attorney
Covad
7901 Lowry Blvd.
Denver, CO 80230
gdiamond@covad.com

Michele Singer-Nelson, Attorney
MCI
707 17th Street, Suite 4200
Denver, CO 80202
michele.singer_nelson@mci.com

Letty S. D. Friesen, Senior Attorney
AT&T
lsfriesen@att.com

Debbie Dunning

STATE OF NORTH DAKOTA

PUBLIC SERVICE COMMISSION

Qwest Corporation **Case No. PU-04-632**
Performance Indicator Definitions
Revision

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 **10th day of February, 2005,** she deposited in the United States Mail, Bismarck, North Dakota **one** envelope with certified postage, return receipt requested, fully prepaid, securely sealed and each containing a photocopy of

Order

The envelope was addressed as follows

Melissa K Thompson
Qwest Corporation
1801 California St 10th Fl
Denver CO 80202
Cert. No. 7003 2260 0001 3517 9534

Sharon Helbling further deposes and says that on the **10th day of February, 2005**, she deposited in the United States Mail, Bismarck, North Dakota, **one** envelope 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

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

Subscribed and sworn to before me
this **10th day of February, 2005.**

SEAL

SANDRA L SCOTT
Notary Public
State of North Dakota
My Commission Expires June 11, 2010

Notary Public

Public Service Commission
State of North Dakota

600 E Boulevard Ave Dept 408
Bismarck, North Dakota 58505-0480
web www psc state nd us
e-mail ndpsc@state nd us
TDD 800-366-6888
Fax 701-328-2410
Phone 701-328-2400

February 10, 2005

Melissa K Thompson
Qwest Corporation
1801 California St Ste 4900
Denver CO 80202

Dear Ms. Thompson:

On November 30, 2004, Qwest Corporation filed revisions to its Performance Indicator Definition document, Case No. PU-04-632. Section 20 of Qwest's Statement of Generally Available Terms incorporates the Performance Indicator Definition document.

Under Section 252(f)(3) of the Telecommunications Act of 1996, the State commission must, not later than 60 days after the date of Qwest's filing a Statement of Generally Available terms, complete a review of the filing or permit such statement to take effect. The filing was permitted to take effect January 30, 2005. The Commission issued a Notice of Opportunity to File Written Comments and Notice of Opportunity for Hearing on December 15, 2004 and no comments or requests for hearing were filed. The Commission's February 9, 2005 order approves Qwest's filing. The Commission has marked the revisions to the Performance Indicator Definition document, as filed in this docket, with an effective date of January 30, 2005.

Sincerely,

Patrick Fahn
Public Utility Analyst

Sdh

c: Scott Macintosh
Mel Kambeitz

APPROVED
DATE 2-9-05
KMF

MOTION

February 9, 2005

Qwest Corporation
Performance Indicator Definitions
Revision

Case No. PU-04-632

I move the Commission adopt the Order in Case No. PU-04-632, Qwest Corporation's Performance Indicator Definitions.

PJF/sdh

STATE OF NORTH DAKOTA

PUBLIC SERVICE COMMISSION

Qwest Corporation
Performance Indicator Definitions
Revision

Case No. PU-04-632

ORDER

February 9, 2005

On December 1, 2004 Qwest Corporation (Qwest) filed revisions to its Performance Indicator Definitions (PIDs) document which is Exhibit B of Qwest's Statement of Generally Available Terms and Conditions The PIDs define the method and procedures to measure Qwest's performance and quality in providing interconnection services to competitive local exchange companies

The Commission has authority under N D C C §49-21-09 and N D C C § 49-21-01 7(9) to approve or disapprove PID changes Generally, PID revisions take effect, without Commission action, 60 days after the date they are filed with the Commission, but the Commission has authority to review PIDs at any date

Qwest states that the filing is prompted by a stipulation reached by parties to Arizona's First Six Month Review of the Qwest Performance Assurance Plan The PID revisions resolve two issues related to OP-5B (New Service Quality / New Service Provisioning Quality) The revisions apply a 96 5% benchmark standard to products reported in OP-5B, and set forth procedures when low volume treatment will apply

On December 15, 2004 the Commission issued a Notice of Opportunity to File Written Comments and Notice of Opportunity for Hearing In its notice, the Commission stated that persons wishing to make comment or request a hearing were invited to do so by January 27, 2005 The Notice stated that, if deemed appropriate, the Commission can determine the matter without a hearing No comments or requests for hearing were received by the Commission

The Commission does not find the changes to the PIDs discriminatory against a telecommunications carrier that was not a party to the agreements

Order

1 The Commission orders that the changes to the Performance Indicator Definitions (PIDs) are APPROVED

2 The Commission will stamp the changes to the Performance Indicator Definitions with an effective date of January 30, 2005

PUBLIC SERVICE COMMISSION

Susan E. Wefald	**Tony Clark**	**Kevin Cramer**
Commissioner	**President**	**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, Qwest Revision, 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 4 day of January 20 05.

Kim Arman

KIM ARMAN
Notary Public
State of North Dakota
My Commission Expires July 14, 2009

North Dakota Newspaper Association

1435 Interstate Loop
Bismarck, ND 58503-0567
Ph (701) 223-6397 • Fax (701) 223-8185

INVOICE

Order **20036-04124PP3** Invoice # **49573**

January 5, 2005

Advertiser: **Public Utilities Division**

P O # **PU-04-632**

Amount Due **$389.41**

Amount Paid

Attn: ILLONAA. JEFFCOAT-SACCO
PUBLIC SERVICE COMMISSION
600 E. BOULEVARD AVE.
STATE CAPITOL
BISMARCK, ND 58505
Voice 701-328-4076

Please detach and return this portion with your payment

Public Utilities Division Invoice # 20036-04124PP3-49573 PO# PU-04-632

Ad Size	Rate Type	Rate	Total	Discount	(%)	Caption	Page	Run Date
DAILY								
Bismarck Tribune (Bismarck ND)								
61 00	SPR2	0 64	39 04	0 00		Qwest Revision		12/22/04
Devils Lake Daily Journal (Devils Lake ND)								
61 00	SPR2	0 63	38 43	0 00		Qwest Revision		12/22/04
Dickinson Press (Dickinson ND)								
67 00	SPR2	0 57	38 19	0 00		Qwest Revision		12/22/04
Fargo, The Forum (Fargo ND)								
56 00	SPR2	0 71	39 76	0 00		Qwest Revision		12/27/04
Grand Forks Herald (Grand Forks ND)								
57 00	SPR2	0 69	39 33	0 00		Qwest Revision		12/21/04
Jamestown Sun (Jamestown ND)								
68 00	SPR2	0 54	36 72	0 00		Qwest Revision		12/22/04
Minot Daily News (Minot ND)								
71 00	SPR2	0 54	38.34	0 00		Qwest Revision		12/22/04
Valley City Times-Record (Valley City ND)								
63 00	SPR2	0 61	38 43	0 00		Qwest Revision		12/22/04
Wahpeton Daily News (Wahpeton ND)								
85 00	SPR2	0 51	43 35	0 00		Qwest Revision		12/22/04
Williston Herald (Williston ND)								
62 00	SPR2	0 61	37 82	0 00		Qwest Revision		12/22/04

Gross Advertising	389 41	Total Misc	0 00	Amount Paid	0 00
Agency Discount		Tax	0 00	Adjustments	0 00
Other Discount	0 00	Total Billed	389 41	Payment Date	
Service Charge	0 00	Unbilled	0 00	Balance Due	389 41

44 PU-[illegible] 03-153

6 **PU-04-632** Pages 1

Affidavit of Publication

by North Dakota Advertising Service, Inc

01/06/2005

01/06/[illegible] Comm Legal PUD 3 Misc Gloria, Shel[illegible]

State Of North Dakota
Public Service Commission
Notice Of Opportunity For Hearing
December 15, 2004
Case # PU-04632

Bismarck	12-22
Devils Lake	12-22
Dickinson	12-22
Fargo	12-21
Grand Forks	12-21
Jamestown	12-22
Minot	12-22
Valley City	12-22
Wahpeton	12-22
Williston	12-22

STATE OF NORTH DAKOTA

PUBLIC SERVICE COMMISSION

Qwest Corporation **Case No. PU-04-632**
Performance Indicator Definitions
Revision

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 **16th day of December, 2004,** she deposited in the United States Mail, Bismarck, North Dakota **one** envelope with certified postage, return receipt requested, fully prepaid, securely sealed and each containing a photocopy of

Notice of Opportunity to File Written Comments and Notice of Opportunity for Hearing

The envelope was addressed as follows

Melissa K Thompson
Qwest Corporation
1801 California St 10th Fl
Denver CO 80202
Cert. No. 7003 2260 0001 3517 9299

Sharon Helbling further deposes and says that on the **16th day of December, 2004**, she deposited in the United States Mail, Bismarck, North Dakota, **one** envelope 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

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

Sharon Helbling

Subscribed and sworn to before me
this **16th day of December, 2004.**

Sandra L Scott
Notary Public

SEAL

SANDRA L SCOTT
Notary Public
State of North Dakota
My Commission Expires June 11, 2010

STATE OF NORTH DAKOTA

PUBLIC SERVICE COMMISSION

Qwest Corporation **Case No. PU-04-632**
Performance Indicator Definitions
Revision

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 **16th day of December, 2004,** 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 and Notice of Opportunity for Hearing

To

See Attached List

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

Sharon Helbling

Subscribed and sworn to before me
this **16th day of December, 2004.**

Sandra L Scott
Notary Public

SEAL

SANDRA L SCOTT
Notary Public
State of North Dakota
My Commission Expires June 11, 2010

mariep@telcogroupinc.com
Marie Pierre-Paul

wbrudvik@ohnstadlaw.com
William Brudvik

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

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

jcremer@bantzlaw.com
James Cremer
Bantz Gosh & Cremer LLC
305 6th Ave SE
Aberdeen SD 57402-0970

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

dan.meldazis@broadwing.com
Dan Meldazis
Broadwing Communications LLC
202 N LaSalle 10th Fl
Chicago IL 60601

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

bryan@consolidatedtelcom.com
Bryan W Personne
Consolidated Telcom

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

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

mjrasher@msn.com
Mary Jane Rasher
DCI Group

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

lhankins@covad.com
Lynn Hankins
DIECA Communications Inc
7901 Lowry Blvd
Denver CO 80202

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

meredith.gifford@ge.com
Meredith Gifford
GE Business Productivity Solutions Inc
3225 Cumberland Blvd Ste 700
Atlanta GA 30339

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

cooperstown@mlgc.com
Ray Brown
Griggs County Telephone Co
P O Box 506
Cooperstown ND 58425-0506

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

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

karen.johnson@integratelecom.com
Karen Johnson
Integra Telecom of North Dakota Inc
1201 NE Lloyd Blvd Ste 500
Portland OR 97232

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

sales@kmavradio.com
KMAV AM/FM RADIO
PO Box 216
Mayville ND 58257-0216

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

michel.singer_nelson@mci.com
Michel Singer-Nelson
MCI WorldCom Inc
707 17th St Ste 3600
Denver CO 80202

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

2kathyg@nemontel.net
Kathy Greenwood
Missouri Valley Communications Inc
P O Box 600
Scobey MT 59263-0600

karen.collins@mdu.com
Karen Collins
Montana-Dakota Utilities Co
400 N 4th St
Bismarck ND 58501

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

dhill@ndarec.com
Dennis Hill
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

2kathyg@nemontel.net
Kathy Greenwood
Nemont Telephone Cooperative Inc
Scobey MT 59263

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

prieck@newaccess.cc
Pam Rieck
New Access Communications LLC

abussmann@newaccess.cc
New Access Communications LLC
801 Nicollet Ave Ste 350
Minneapolis MN 55402-2519

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

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

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

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

dwights@nccray.com
Dwight Schmitt
Northwest Communications Coop
PO Box 38
Ray ND 58849-0038

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

ddunning@polarcomm.com
David Dunning
Polar Telcom Inc
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 Negaard
Pringle and Herigstad P C
PO Box 1000
Minot ND 58702-1000

sschwan@qwest.com
Suzy Schwandt
Qwest Corporation

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

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

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

karen.titzer@qwest.com
Karen Titzer
Qwest Corporation
1801 California St Rm 4700
Denver CO 80202

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

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

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

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

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

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

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

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

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

stevedl@srttel.com
Steve Lysne
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

janehp@srttel.com
Jane Petersen
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

kimrw@srttel.com
Kim Weydahl
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

francie@talk.com
Francie McComb
Talk America Inc
12001 Science Dr Ste 130
Orlando FL 32826

lwh@thlglaw.com
Loubna W Haddad
The Helein Law Group LLP
8180 Greensboro Dr Ste 700
McLean VA 22102

lahall@usgs.gov
Lenora Hall
U S Geological Survey

kjvannin@usgs.gov
K Vannin
U S Geological Survey

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

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

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

bgipson@vartec.net
Becky Gipson
VarTec Solutions Inc
1600 Viceroy Dr
Dallas TX 75235

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

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

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

windfall_resources@sbcglobal.net
Robert K Lock
Windfall Resources International LLC
7144 BN Harlem Ave Ste 323
Chicago IL 60631

paulıhland@wtc-maıl.net
Paul Ihland
Wolverton Telephone Company
P O Box 270
Wolverton MN 56594-0270

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

Patrick Summers
360networks (USA) inc
867 Coal Creek Cir Ste 160
Louisville CO 80027-4670

Ann Faught
Absaraka Co-op Tele Co
Absaraka ND 58002

ACN Communications Services Inc
32991 Hamilton Ct
Farmington Hills MI 48334

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

Arch Paging
11437 Valley View Rd
Eden Prairie MN 55344

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

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

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

C12 Inc
200 Galleria Pkwy Ste 1200
Atlanta GA 30339

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

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

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

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

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

Consolidated Communications Networks Inc
507 S Main
Dickinson ND 58601

Consolidated Telcom
PO Box 1077
Dickinson ND 58601-1077

Contact Communications
937 W Main St
Riverton WY 82501

Anthony Barrett
Covista Inc
4803 Hwy 58 N
Chatanooga TN 37416

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

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

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

William Jackson
Dakota Justice
38 8th Ave W
Dickinson ND 58601

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

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

Dickey Rural Services Inc
P O Box 69
Ellendale ND 58436

DSLnet Communications LLC
545 Long Wharf Dr
New Haven CT 06511

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

Evercom Systems Inc
8201 Tristar Dr
Irving TX 75063-2824

Chere Heintzmann
Extend America Inc
1101 E Front Ave
Bismarck ND 58504-5654

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

Lawrence Freedman
Fleischman & Walsh
1919 Pennsylvania Ave NW Ste 600
Washington DC 20006-3420

France Telecom Corporate Solutions LL
2300 Corporate Park Dr Mailstop SPO60
Herndon VA 20171

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

GLOBCOM INCORPORATED
2100 Sanders Rd Ste 150
Northbrook IL 60062

Granite Telecommunications LLC
234 Copeland St
Quincy MA 02169

Griggs County Telephone Co
P O Box 506
Cooperstown ND 58425-0506

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

HTC Services Inc
P O Box 55
Halstad MN 56548

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

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

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

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

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

Nanette Edwards
ITC DELTACOM INC
7037 Old Madison Pike NW #400
Huntsville AL 35806-2107

James Valley Coop Telephone Co
235 E 1st Ave
Groton SD 57445

KMC Telecom V Inc
1545 Rt 206
Bedminster NJ 07921

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

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

Level 3 Communications LLC
3555 Farnam St
Omaha NE 68131

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

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

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

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

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

McKenzie Consolidated Telecom LLC
P O Box 1408
Dickinson ND 58602-1408

McLeodUSA
P O Box 3177
Cedar Rapids IA 52406-3177

Midcontinent Communications
410 South Phillips Ave
Sioux Falls SD 57104

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

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

Minnesota Independent Equal Access Corp
300 S Hwy 169
Minneapolis MN 55426

Mike Strand
MITS
PO Box 5237
Helena MT 59604-5237

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

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

Carmine Russo
North Dakota Big Sky Telecom
374 Ansin Blvd
Hallandale FL 33009

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

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

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

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

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

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

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

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

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

Melissa Thompson
Qwest Corporation
1801 California St 49th Fl
Denver CO 80202

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

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

ServiSense.com Inc
60 Glacier Dr #3000
Westwood MA 02090-1818

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

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

Tel Tech Inc
1300 W 57th St Ste G204
Sioux Falls SD 57108-2885

William Staycoff
Telcom Billing Services Inc
2989 Brookdale Dr
Brooklyn Park MN 55444

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

Kristin L Smith
Qwest
1801 California St Ste 4700
Denver CO 80202

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

Reliant Communications Inc
801 International Pkwy 5th Fl
Lake Mary FL 32746

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

Arthur H Paquette
SNET America Inc
310 Orange St
North Haven CT 06510-1719

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

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

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

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

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

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

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

Val-Ed Joint Venture LLP
702 Main Ave
Moorhead MN 56560

VCI Company
3875 Steilacoom Blvd #A
Lakewood WA 98498

David Armey
Verizon Communications
750 SH121 Bypass Ste 100
Louisville TX 75067

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

WTC Competitive Services Inc
P O Box 270
Park River MN 56594-0270

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

Kenneth Carlson
United Telephone Mut Aid Corp
P O Box 729
Langdon ND 58249-0729

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

VarTec Telecom Inc
1600 Viceroy Dr
Dallas TX 75235

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

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

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

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

XO Communications Services Inc
11111 Sunset Hills Rd
Reston VA 20190

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

Helbling, Sharon D.

From: Helbling, Sharon D
Sent: Wednesday, December 15, 2004 2 19 PM
To: ndna
Subject: Attached Notice of Opportunity to File Written Comments, Case No PU-04-632

Colleen Park
North Dakota Newspaper Association

Colleen

Please have the attached Notice of Opportunity to File Written Comments published as a legal publication in the next issue of the ten North Dakota daily newspapers, and run it as a "News Item Only" article as well

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

If you have any questions, please call me at 328-4076, or e-mail me

Thank you.

Sharon Helbling
Public Utilities Division

12-15-04 ce.doc (38

4 **PU-04-632** Pages 1

1

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

12/15/2004

APPROVED
DATE 12-15-04
KMF

MOTION

December 15, 2004

Qwest Corporation
Performance Indicator Definitions
Revision

Case No. PU-04-632

I move the Commission issue a Notice of Opportunity to File Written Comments and Notice of Opportunity for Hearing in Case No. PU-04-632, Qwest Corporation's Performance Indicator Definitions revisions.

PJF/sdh

STATE OF NORTH DAKOTA

PUBLIC SERVICE COMMISSION

Qwest Corporation
Performance Indicator Definitions
Revision

Case No. PU-04-632

NOTICE OF OPPORTUNITY TO FILE WRITTEN COMMENTS AND NOTICE OF OPPORTUNITY FOR HEARING

December 15, 2004

On December 1, 2004 Qwest Corporation (Qwest) filed revisions to its Performance Indicator Definitions (PIDs) document which is Exhibit B of Qwest's Statement of Generally Available Terms and Conditions. The PIDs define the method and procedures to measure Qwest's performance and quality in providing interconnection services to competitive local exchange companies.

Qwest states that the filing is prompted by a stipulation reached by parties to Arizona's First Six Month Review of the Qwest Performance Assurance Plan The PID revisions resolve two issues related to OP-5B (New Service Quality / New Service Provisioning Quality). The revisions apply a 96.5% benchmark standard to products reported in OP-5B, and set forth procedures when low volume treatment will apply Qwest requests that the changes become effective no later than December 31, 2004 and that the changes automatically apply to and modify all existing agreements that currently contain Exhibit B.

The Commission has authority under N D C C §49-21-09 and N D C.C. § 49-21-01.7(9) to approve or disapprove PID changes. Generally, PID revisions take effect, without Commission action, 60 days after the date they are filed with the Commission, but the Commission has authority to review PIDs at any date before or after the revisions take effect

The Commission will receive written comments and requests for hearing on these matters until January 27, 2005. If deemed appropriate, the Commission can determine the matter without a hearing

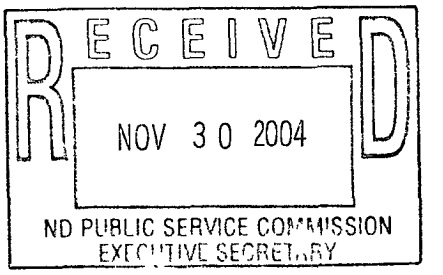
For more information contact the Public Service Commission, State Capitol, Bismarck, North Dakota 58505, 701-328-2400, or Relay North Dakota 1-800-366-6888 TTY If you require any auxiliary aids or services, such as readers, signers, or Braille materials please notify Illona A. Jeffcoat-Sacco, Executive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

PUBLIC SERVICE COMMISSION

Susan E. Wefald	**Tony Clark**	**Kevin Cramer**
Commissioner	**President**	**Commissioner**

STATE OF NORTH DAKOTA

BEFORE THE PUBLIC SERVICE COMMISSION



In the Matter of QWEST CORPORATION'S Performance Assurance Plan AND QWEST CORPORATION'S Statement of Generally Available Terms and Conditions	)	Case No. PU 04-220

QWEST CORPORATION'S NOTICE OF MODIFICATIONS TO EXHIBIT B OF THE STATEMENT OF GENERALLY AVAILABLE TERMS AND CONDITIONS

AND

MOTION TO MODIFY THE QWEST PERFORMANCE ASSURANCE PLAN FOUND IN EXHIBIT K TO THE STATEMENT OF GENERALLY AVAILABLE TERMS AND CONDITIONS

I. INTRODUCTION

This filing is prompted by the Stipulation ("Arizona Stipulation") reached by the parties to the Arizona First Six Month Review of the Qwest Performance Assurance Plan ("QPAP") that applies to each of the 14 states within Qwest Corporation's ("Qwest") local service region. Qwest has included a copy of the Arizona Stipulation as part of this filing.

In accordance with the terms and conditions set forth in the Arizona Stipulation, Qwest submits an updated Exhibit B to the Statement of Generally Available Terms and Conditions

("SGAT") comprising Version 8.1, which is the Performance Indicator Definitions ("PIDs"). Copies of updated Exhibit B are attached.[1]

The Arizona Stipulation anticipates changes to the QPAP. The revised QPAP effectuating the parties' agreement is attached as an exhibit.[2] The Arizona Stipulation includes resolution on two issues related to OP-5-B, "New Service Quality/New Service Provisioning Quality" that require red-lined changes to Exhibit B and/or Exhibit K: standards and low volume treatment. Qwest intends that the terms of the Arizona Stipulation be available to and benefit CLECs that opt-in to the QPAP in its local service region and, accordingly, makes this filing to effectuate the Arizona Stipulation.

II. AGREED UPON ITEMS AND DESCRIPTION OF CHANGES

A. Standards for OP-5B

As part of the Arizona Stipulation, the stipulating parties agreed to apply a 96.5% benchmark standard to all products reported in OP-5B except for three product disaggregations, which are to remain diagnostic: frame relay, sub-loop unbundling and dark fiber.[3] Red-lined changes have been made to Exhibit B and Exhibit K to effectuate this agreement.

B. Low Volume Treatment for OP-5B

Additionally, as part of the Arizona Stipulation, the stipulating parties agreed to low volume treatment for OP-5B in Exhibit K. Low volume treatment for OP-5B will apply if both (1) the CLEC volume of orders is less than or equal to 29 (the denominator of OP-5T) and (2) the number of orders with trouble in OP-5A is no more than one. When these two conditions are

---

1 Qwest is submitting "clean" and "red-lined" versions of Exhibit B, as modified.

2 The QPAP can also be found as Exhibit K to the SGAT. Qwest submits a "clean" and "red-lined" version of the QPAP, as modified.

3 Previously, Qwest filed changes to Exhibit B in order to give effect to the agreement that Qwest and CLECs reached in the Washington Second Six Month Review. One change was to add a disaggregation for loop splitting on a diagnostic basis in the event the volume criteria, specified in the Washington Stipulation, were met; accordingly, loop splitting disaggregation remains diagnostic and is to remain diagnostic even if volumes are eventually reported.

met, a standard of no more than one order with new service trouble applies. Red-lined changes have been made to Exhibit K to effectuate this agreement.

III. REQUESTED RELIEF

Qwest respectfully requests that the Commission approve the amended Exhibit B and Exhibit K, the QPAP, attached hereto and order them to become effective no later than December 31, 2004. Qwest further requests that pursuant to Section 18 of Exhibit K, the changes shall automatically apply to and modify all existing interconnection agreements that currently contain Exhibit B and Exhibit K as exhibits.

RESPECTFULLY SUBMITTED this 30th day of November, 2004.

QWEST CORPORATION

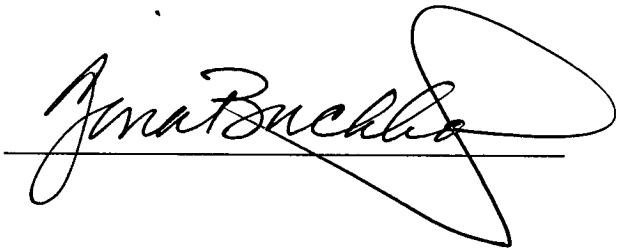
Melissa K. Thompson
QWEST SERVICES CORPORATION
1801 California Street, 10th Floor
Denver, CO 80202
(303) 383-6643

Attorney for Qwest Corporation

CERTIFICATE OF SERVICE

I certify that a copy of foregoing QWEST CORPORATION'S NOTICE OF MODIFICATIONS TO EXHIBIT B of THE STATEMENT OF GENERALLY AVAILABLE TERMS AND CONDITIONS AND MOTION TO MODIFY THE QWEST PERFORMANCE ASSURANCE PLAN FOUND IN EXHIBIT K TO THE SGAT was hand-delivered on November 30th, 2004, to the following:

Ms. Ilona Jeffcoat-Sacco
Executive Secretary
North Dakota Public Service Commission
600 East Boulevard Avenue -- 12th Floor
Bismarck, ND 58505-0480



Service Performance Indicator Definitions (PID)

14-State 271 PID Version 8.1

QWEST'S SERVICE PERFORMANCE INDICATOR DEFINITIONS (PID)

14-State 271 PID Version 8.1

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

The definitions in this version of the PID apply in the 14 states of Qwest's local service region Arizona, Colorado, Idaho, Iowa, Minnesota, Montana, Nebraska, New Mexico, North Dakota, Oregon, South Dakota, Utah, Washington and Wyoming Individual state Performance Assurance Plans may specify and apply state specific variations from the Performance Measure definitions and/or standards contained herein

Qwest's Service Performance Indicator Definitions

Table of Contents

Table of Contents (continued)

Electronic Gateway Availability

GA-1 – Gateway Availability – IMA-GUI

Purpose:
Evaluates the quality of CLEC access to the IMA-GUI electronic gateway and one associated system, focusing on the extent they are actually available to CLECs

Description:

GA-1A Measures the availability of the IMA-GUI (Interconnect Mediated Access- Graphical User Interface), and reports the percentage of Scheduled Availability Time the IMA-GUI interface is available for view and/or input

- Scheduled Up Time hours for preorder, order, and provisioning transactions are based on the currently published hours of availability found on the following website http //www qwest com/wholesale/cmp/ossHours html

GA-1D Measures the availability of the SIA 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 SIA system is available Scheduled availability times will be no less than the same hours as listed for IMA-GUI and IMA-EDI

- Time Gateway is Available to CLECs is equal to Scheduled Availability Time minus Outage Time
- Scheduled Availability Time is equal to Scheduled Up Time minus Scheduled Down Time
- 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
- An outage is a critical or serious loss of functionality, attributable to the specified gateway or component (i e , IMA-GUI, SIA), 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

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate results	**Disaggregation Reporting:** Region-wide level Results will be reported as follows GA-1A IMA Graphical User Interface Gateway GA-1D SIA system

Formula:
([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

Exclusions: None

Product Reporting: None	**Standard:** 99 25 percent
Availability: Available	**Notes:**

GA-2 – Gateway Availability – IMA-EDI

Purpose:

Evaluates the quality of CLEC access to the IMA-EDI electronic gateway, focusing on the extent the gateway is actually available to CLECs

Description:

Measures the availability of IMA-EDI (Interconnect Mediated Access - Electronic Data Interchange) interface and reports the percentage of scheduled availability time the IMA-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

- Scheduled Up Time hours for IMA-EDI based on the currently published hours of availability found on the following website http //www qwest com/wholesale/cmp/ossHours html Time Gateway is Available to CLECs is equal to Scheduled Availability Time minus Outage Time
- Scheduled Availability Time is equal to Scheduled Up Time minus Scheduled Down Time
- 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
- 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

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate results	**Disaggregation Reporting:** Region-wide level (See GA-1D for reporting of SIA system availability)

Formula:

([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

Exclusions: None

Product Reporting: None	**Standard:** 99 25 percent
Availability: Available	**Notes:**

GA-3 – Gateway Availability – EB-TA

Purpose: Evaluates the quality of CLEC access to the EB-TA interface, focusing on the extent the gateway is actually available to CLECs	
Description: 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 • Scheduled Up Time hours are based on the currently published hours of availability found on the following website http //www qwest com/wholesale/cmp/ossHours html • Time Gateway is Available to CLECs is equal to Scheduled Availability Time minus Outage Time • Scheduled Availability Time is equal to Scheduled Up Time minus Scheduled Down Time • 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 • 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	
Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate results	**Disaggregation Reporting:** Region-wide level
Formula: ([Number of Hours and Minutes Gateway is Available to CLECs During Reporting Period] – [Number of Hours and Minutes of Scheduled Availability During Reporting Period]) x 100	
Exclusions: None	
Product Reporting: None	**Standard:** 99 25 percent
Availability: Available	**Notes:**

GA-4 – System Availability – EXACT

Purpose:
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

Description:
Measures the availability of EXACT system and reports the percentage of scheduled availability time the EXACT system is available

- Scheduled Up Time hours are based on the currently published hours of availability found on the following website http //www qwest com/wholesale/cmp/ossHours html
- Time System is Available to CLECs is equal to Scheduled Availability Time minus Outage Time
- Scheduled Availability Time is equal to Scheduled Up Time minus Scheduled Down Time
- 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
- 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

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate results	**Disaggregation Reporting:** Region-wide level

Formula:
([Number of Hours and Minutes EXACT is Available to CLECs During Reporting Period] – [Number of Hours and Minutes of Scheduled Availability During Reporting Period]) x 100

Exclusions: None

Product Reporting: None	**Standard:** 99 25 percent
Availability: Available	**Notes:**

GA-6 – Gateway Availability – GUI -- Repair

Purpose:

Evaluates the quality of CLEC access to the GUI Repair electronic gateway, focusing on the extent the gateway is actually available to CLECs

Description:

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

- Scheduled Up Time" hours are based on the currently published hours of availability found on the following website http //www qwest com/wholesale/cmp/ossHours html
- Time Gateway is Available to CLECs is equal to Scheduled Availability Time minus Outage Time
- Scheduled Availability Time is equal to Scheduled Up Time minus Scheduled Down Time
- 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
- 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

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate results	**Disaggregation Reporting:** Region-wide level

Formula:

[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

Exclusions: None

Product Reporting: None	**Standard:** 99 25 percent
Availability: Available	**Notes:**

GA-7 – Timely Outage Resolution following Software Releases

Purpose:
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

Description:

- 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 [NOTE 1] within 48 hours of detection by the Qwest monitoring group or reporting by a CLEC/co-provider
- Includes software releases associated with the following OSS interfaces in Qwest IMA-GUI, IMA-EDI, and CEMR, Exchange Access, Control, & Tracking (EXACT)[NOTE 2], Electronic Bonding– Trouble Administration (EB -TA) [NOTE 3]
- 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 [NOTE 4] 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
- 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

Reporting Period: Monthly	**Unit of Measure:** Percent
Reporting Comparisons: CLEC Aggregate	**Disaggregation Reporting:** Region-wide level

Formula:
[(Total outages detected within two weeks of a Software Release that are resolved within 48 hours of the time Qwest detects the outage) – (Total number of outages detected within two weeks of Software Releases resolved in the Reporting Period)] x 100

Exclusions

- Outages in releases prior to any CLEC migrating to the release
- Duplicate reports attributable to the same software defect

Product Reporting: None	**Standards:** Volume = 1-20 1 miss Volume > 20 95%

Availability:	**Notes:**
Available	1 "Resolved" means that service is restored to the reporting CLEC, as experienced by the CLEC 2 EXACT is a Telecordia system Only releases for changes initiated by Qwest for hardware or connectivity will be included in this measurement 3 Outages reported under EB-TA are the same as outages in MEDIACC 4 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)

Pre-Order/Order

PO-1 – Pre-Order/Order Response Times

Purpose:
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

Description:
PO-1A & PO-1B
Measures the time interval between query and response for specified pre-order/order transactions through the electronic interface

- 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
- 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
- A query is an individual request for the specified type of information

PO-1C

- Measures the percentage of all IRTM Queries measured by PO-1A & 1B transmitted in the reporting period that timeout before receiving a response

PO-1D

- 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 NOTE 1

Reporting Period: One month	**Unit of Measure:** PO-1A, PO-1B, & PO-1D Seconds PO-1C Percent

PO-1 – Pre-Order/Order Response Times (continued)

Reporting Comparisons: CLEC aggregate	**Disaggregation Reporting:** Region-wide level Results are reported as follows PO-1A Pre-Order/Order Response Time for IMA-GUI PO-1B Pre-Order/Order Response Time for IMA-EDI Results are reported separately for each of the following transaction types NOTE 2 1 Appointment Scheduling (Due Date Reservation, where appointment is required) 2 Service Availability Information 3 Facility Availability 4 Street Address Validation 5 Customer Service Records 6 Telephone Number 7 Loop Qualification Tools NOTE 3 8 Resale of Qwest DSL Qualification 9 Connecting Facility Assignment NOTE 4 10 Meet Point Inquiry NOTE 5 For PO-1A (transactions via IMA-GUI), 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 For PO-1A 6, Telephone Number, a third part (c) accept screen, will be reported For PO-1B (transactions via IMA-EDI), request/response will be reported as a combined number PO-1C Results for PO-1C will be reported according to the gateway interface used 1 Percent of Preorder Transactions that Timeout IMA-GUI 2 Percent of Preorder Transactions that Timeout IMA-EDI PO-1D Results for PO-1D will be reported according to the gateway interface used 1 Rejected Response Times for IMA-GUI 2 Rejected Response Times for IMA-EDI
Formula: PO-1A & PO-1B = Σ[(Query Response Date & Time) – (Query Submission Date & Time)] – (Number of Queries Submitted in Reporting Period) PO-1C = [(Number of IRTM Queries measured by PO-1A & 1B that Timeout before receiving response) – (Number of IRTM Queries Transmitted in Reporting Period)] x 100 PO-1D = Σ[(Rejected Query Response Date & Time) – (Query Submission Date & Time)] – (Number of Rejected Query Transactions Simulated by IRTM)	
Exclusions: PO-1A & PO-1B • Rejected requests/errors, and timed out transactions PO-1C • Rejected requests and errors PO-1D • Timed out transactions	

PO-1 – Pre-Order/Order Response Times (continued)

Product Reporting: None	**Standards:** Total Response Time	IMA-GUI	IMA-EDI
	1 Appointment Scheduling	<10 seconds	<10 seconds
	2 Service Availability Information	<25 seconds	<25 seconds
	3 Facility Availability	<25 seconds[6]	<25 seconds[6]
	4 Street Address Validation	<10 seconds	<10 seconds
	5 Customer Service Records	<12 5 seconds[6]	<12 5 seconds[6]
	6 Telephone Number	<10 seconds	<10 seconds
	7 Loop Qualification Tools NOTE 3	≤ 20 seconds[7]	≤ 20 seconds
	8 Resale of Qwest DSL Qualification	≤ 20 seconds[7]	≤ 20 seconds
	9 Connecting Facility Assignment	≤ 25 seconds	≤ 25 seconds
	10 Meet Point Inquiry	≤ 30 seconds	≤ 30 seconds
	PO-1C-1	0 5%	
	PO-1C-2	0 5%	
	PO-1D-1 & 2	Diagnostic	

Availability:	**Notes:**
Available	1 Rejected query types used in PO-1D are those developed for internal Qwest diagnostic purposes 2 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 3 Results based on a weighted combination of ADSL Loop Qualification and Raw Loop Data Tool 4 Results based on Connecting Facility Assignment by Unit Query 5 Results based on meet Point Query, POTS Splitter option for Shared loops 6 Times reflect non-complex services, including residential, simple business, or POTS account Does not include ADSL or accounts>25 lines 7 Benchmark applies to response time only Request time and Total time will also be reported

PO-2 – Electronic Flow-through

Purpose:
Monitors the extent Qwest's processing of CLEC Local Service Requests (LSRs) is completely electronic, focusing on the degree that electronically-transmitted LSRs flow directly to the service order processor without human intervention or without manual retyping

Description:
PO-2A - Measures the percentage of all electronic LSRs that flow from the specified electronic gateway interface to the Service Order Processor (SOP) without any human intervention

- Includes all LSRs that are submitted electronically through the specified interface during the reporting period, subject to exclusions specified below

PO-2B – Measures the percentage of all flow-through-eligible LSRs [NOTE 1] that flow from the specified electronic gateway interface to the SOP without any human intervention

- Includes all flow-through-eligible LSRs that are submitted electronically through the specified interface during the reporting period, subject to exclusions specified below

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate, individual CLEC	**Disaggregation Reporting:** Statewide level (per multi-state system serving the state) Results for PO-2A and PO-2B will be reported according to the gateway interface* used to submit the LSR 1 LSRs received via IMA-GUI 2 LSRs received via IMA-EDI *CO also reports an aggregate of IMA-GUI and IMA-EDI results

Formula:

PO-2A = [(Number of Electronic LSRs that pass from the Gateway Interface to the SOP without human intervention) – (Total Number of Electronic LSRs that pass through the Gateway Interface)] x 100

PO-2B = [(Number of flow-through-eligible Electronic LSRs that actually pass from the Gateway Interface to the SOP without human intervention) – (Number of flow-through-eligible Electronic LSRs received through the Gateway Interface)] x 100

Exclusions:

- Rejected LSRs and LSRs containing CLEC-caused non-fatal errors
- Non-electronic LSRs (e g , via fax or courier)
- 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

PO-2 – Electronic Flow-through (continued)

<table>
<tr>
<td>Product Reporting:
• Resale
• Unbundled Loops (with or without Local Number Portability)
• Local Number Portability
• UNE-P (POTS) and UNE-P (Centrex 21)
• Line Sharing</td>
<td colspan="2">Standards:
<u>PO-2A</u>
CO: CO PO-2B benchmarks minus 10 percent NOTE 2
All Other States: Diagnostic

<u>PO-2B</u> NOTE 2
<table><tr><td>Resale</td><td>95%</td></tr><tr><td>Unbundled Loops</td><td>85%</td></tr><tr><td>LNP</td><td>95%</td></tr><tr><td>UNE-P (POTS & Centrex 21)</td><td>95%</td></tr><tr><td>Line Sharing</td><td>Diagnostic NOTE 3</td></tr></table></td>
</tr>
<tr>
<td>Availability:
Available (except as follows)

Combined reporting of UNE-P (POTS) and UNE-P (Centrex 21) – beginning with Jul 04 data on the Aug 04 report

Line Sharing – beginning with Jul 04 data on the Aug 04 report</td>
<td colspan="2">Notes:
1 The list of LSR types classified as eligible for flow through is contained in the "LSRs Eligible for Flow Through" matrix This matrix also includes availability for enhancements to flow through Matrix will be distributed through the CMP process
2 In Colorado the standard for PO-2 is considered met if the standard for either PO-2A or PO-2B is met For both PO-2A and PO-2B, the benchmark percentages shown apply to the aggregations of PO-2A-1 and PO-2A-2 (i e , the combined PO-2A result) and of PO-2B-1 and PO-2B-2 (i e , the combined PO-2B result)
3 The standard and future disaggregated reporting of the Line Sharing product is TBD, pending resolution of TRO issues</td>
</tr>
</table>

PO-3 – LSR Rejection Notice Interval

Purpose:
Monitors the timeliness with which Qwest notifies CLECs that electronic and manual LSRs were rejected

Description:
Measures the interval between the receipt of a Local Service Request (LSR) and the rejection of the LSR for standard categories of errors/reasons

- Includes all LSRs submitted through the specified interface that are rejected during the reporting period
- 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
- Included in the interval is time required for efforts by Qwest to work with the CLEC to avoid the necessity of rejecting the LSR
- 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 http //www qwest com/wholesale/cmp/ossHours html

Reporting Period: One month	**Unit of Measure:** PO-3A-1, PO-3B-1 & PO-3C - Hrs Mins PO-3A-2 & PO-3B-2 – Mins Secs

Reporting Comparisons:	**Disaggregation Reporting:**
CLEC aggregate and individual CLEC results	Results for this indicator are reported according to the gateway interface used to submit the LSR • PO-3A-1, LSRs received via IMA-GUI and rejected manually Statewide • PO-3A –2, LSRs received via IMA-GUI and auto-rejected Region wide • PO-3B-1, LSRs received via IMA-EDI and rejected manually Statewide • PO-3B –2, LSRs received via IMA-EDI and auto-rejected Region wide • PO-3C, LSRs received via facsimile Statewide

Formula:
Σ [(Date and time of Rejection Notice transmittal) – (Date and time of LSR receipt)] – (Total number of LSR Rejection Notifications)

Exclusions:

- 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

Product Reporting: Not applicable (reported by ordering interface)	**Standards:** • PO-3A-1 and -3B-1 ≤ 12 business hours • PO-3A -2 and -3B -2 ≤ 18 seconds • PO-3C ≤ 24 work week clock hours
Availability: Available	**Notes:**

PO-4 – LSRs Rejected

Purpose:
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

Description:
Measures the percentage of LSRs rejected (returned to the CLEC) for standard categories of errors/reasons

- Includes all LSRs submitted through the specified interface that are rejected or FOC'd during the reporting period
- 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

Reporting Period: One month	**Unit of Measure:** Percent of LSRs
Reporting Comparisons: CLEC aggregate and individual CLEC results	**Disaggregation Reporting:** Results for this indicator are reported according to the gateway interface used to submit the LSR PO-4A-1 LSRs received via IMA-GUI and rejected manually – Region wide PO-4A -2 LSRs received via IMA-GUI and auto-rejected – Region wide PO-4B-1 LSRs received via IMA-EDI and rejected manually – Region wide PO-4B -2 LSRs received via IMA-EDI and auto-rejected – Region wide PO-4C LSRs received via facsimile – Statewide

Formula:
[(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

Exclusions:

- 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

Product Reporting: Not applicable (reported by ordering interface)	**Standard:** Diagnostic
Availability: Available	**Notes:**

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

Purpose:
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

Description:
Measures the percentage of Firm Order Confirmations (FOCs) that are provided to CLECs within the intervals specified under "Standards" below for FOC notifications

- 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)
- 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)
- 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)
- "Fully electronic" LSRs are those (1) that are received via IMA-GUI or IMA-EDI, (2) that involve no manual intervention, and (3) for which FOCs are provided mechanically to the CLEC NOTE 2
- "Electronic/manual" LSRs are received electronically via IMA-GUI or IMA-EDI and involve manual processing
- "Manual" LSRs are received manually (via facsimile) and processed manually
- ASRs are measured only in business days
- 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

Reporting Period: One month	**Unit of Measure:** Percent

Reporting Comparisons: CLEC aggregate and individual CLEC results	**Disaggregation Reporting:** Statewide level (per multi-state system serving the state) Results for this indicator are reported as follows • PO-5A * FOCs provided for fully electronic LSRs received via – PO-5A-1 IMA-GUI – PO-5A-2 IMA-EDI • PO-5B * FOCs provided for electronic/manual LSRs received via – PO-5B-1 IMA-GUI – PO-5B-2 IMA-EDI • PO-5C * FOCs provided for manual LSRs received via Facsimile • PO-5D FOCs provided for ASRs requesting LIS Trunks * Each of the PO-5A, PO-5B and PO-5C measurements listed above will be further disaggregated as follows – (a) FOCs provided for Resale services and UNE-P – (b) FOCs provided for Unbundled Loops and specified Unbundled Network Elements – (c) FOCs provided for LNP

Formula:

PO-5A = {[Count of LSRs for which the original FOC's "(FOC Notification Date & Time) - (LSR received date/time (based on scheduled up time))" is within 20 minutes] – (Total Number of original FOC Notifications transmitted for the service category in the reporting period)} x 100

PO-5B, 5C, & 5D = {[Count of LSRs/ASRs for which the original FOC's "(FOC Notification Date & Time) - (Application Date & Time)" is within the intervals specified for the service category involved] – (Total Number of original FOC Notifications transmitted for the service category in the reporting period)} x 100

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

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

Product Reporting:

- 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
- For PO-5D LIS Trunks

Standards:

• For PO-5A (all)	95% within 20 minutes NOTE 2
• 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 NOTE 3
• For PO-5D (LIS Trunks)	85% within eight business days

Standard FOC Intervals for PO-5B and PO-5C

Product Group NOTE 1		FOC Interval
Resale		**24 hours**
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 with no Common Block Configuration	1-19 lines	
Centrex line feature changes/adds/removals (all)		
LNP	1-24 lines	
Unbundled Loops 2/4 Wire analog DS3 Capable	1-24 loops	
Sub-loop [included in Product Reporting group (b)]	1-24 sub-loops	
Line Sharing/Line Splitting/Loop Splitting [included in Product Reporting group (b)]	1-24 shared loops	
Unbundled Network Element–Platform (UNE-P POTS)	1 – 39 lines	

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

	Resale ISDN-Basic 1-10 lines – Conversion As Specified – New Installs – Address Changes – Change to add Loop ISDN-PRI (Facility) 1-3 PBX 1-24 trunks DS0 or Voice Grade Equivalent 1-24 DS1 Facility 1-24 DS3 Facility 1-3	**48 hours**
	LNP 25-49 lines	
	Enhanced Extended Loops (EELs) [included in Product Reporting group (b)] **DS1** 1-24 circuits	
	Resale 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	**72 hours**
	UNE-P Centrex 1-10 lines **UNE-P Centrex 21** 1-10 lines	
	Unbundled Loops with Facility Check(NOTE 2, 3) 1 – 24 loops 2/4 wire Non-loaded ADSL compatible ISDN capable XDSL-I capable DS1 capable	
	Resale ISDN-PRI (Trunks) 1-12 trunks	**96 hours**
	For PO-5D LIS Trunks 1-240 trunk circuits	**8 business days**

Availability:	**Notes:**
Available	1 LSRs with quantities above the highest number specified for each product type are considered ICB 2 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 3 Unbundled Loop with Facility Check will not add an additional 24 hours to the 72-hour interval if the LSR is submitted manually

PO-6 – Work Completion Notification Timeliness

Purpose:
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

Description:
PO-6A & 6B

- Includes all orders completed in the Qwest Service Order Processor that generate completion notifications in the reporting period, subject to exclusions shown below
- 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
- The end time is when the electronic order completion notice is made available (IMA-GUI) [NOTE 1] or transmitted (IMA-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
- 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 http //www qwest com/wholesale/cmp/ossHours html

Reporting Period:	**Unit of Measure:**
One month	PO-6A - 6B Hrs Mins

Reporting Comparisons: CLEC aggregate and individual CLEC results	**Disaggregation Reporting:** Statewide level • PO-6A Notices transmitted via IMA-GUI • PO-6B Notices transmitted via IMA-EDI

Formula:
For completion notifications generated from LSRs received via IMA-GUI
PO–6A = Σ((Date and Time Completion Notification made available to CLEC) - (Date and Time the last of the service orders that comprise the CLEC LSR is completed in the Service Order Processor)) – (Number of completion notifications made available in reporting period)

For completion notifications generated from LSRs received via IMA-EDI
PO–6B = Σ((Date and Time Completion Notification transmitted to CLEC) - (Date and Time the last of the service orders that comprise the CLEC LSR is completed in the Service Order Processor)) – (Number of completion notifications transmitted in reporting period)

Exclusions:
PO – 6A & 6B

- Records with invalid completion dates
- LSRs submitted manually (e g , via facsimile)
- ASRs submitted via EXACT

Product Reporting:	**Standard:**
PO – 6A & 6B Aggregate reporting for all products ordered through IMA-GUI and, separately, IMA-EDI (see disaggregation reporting)	6 hours

Availability:	**Notes:**
Available	1 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

PO-7 – Billing Completion Notification Timeliness

Purpose:
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

Description:
PO-7A & 7B

- 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
- 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
  - 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
  - The time a notice is "transmitted" via IMA-EDI consists of the time Qwest actually transmits the completion notice via IMA-EDI Applicable only to those CLECs who are certified and setup to receive the notices via IMA-EDI
- 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
- Intervals counted in the numerator of these measurements are those that are five business days or less

PO-7C

- This measurement includes all retail orders posted in the CRIS Billing system in the reporting period, subject to exclusions shown below
- 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
- 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
- Intervals counted in the numerator of this measurement are those that are five business days or less

Reporting Period: One month	**Unit of Measure:** Percent

Reporting Comparisons:	**Disaggregation Reporting:** Statewide level
PO-7A and -7B CLEC aggregate and individual CLEC results PO-7C Qwest retail results	• PO-7A Notices made available via IMA-GUI • PO-7B Notices transmitted via IMA-EDI • PO-7C Billing system posting completions for Qwest Retail

Formula:
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)

For service orders Qwest generates for retail customers (i e , the retail analogue for PO-7A & -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)

PO-7 – Billing Completion Notification Timeliness (continued)

<table>
<tr><td colspan="3">Exclusions:
PO-7A, 7B & 7C
• Services that are not billed through CRIS, e g Resale Frame Relay
• Records with invalid completion dates
PO-7A & 7B
• LSRs submitted manually
• ASRs submitted via EXACT</td></tr>
<tr><td colspan="2">Product Reporting:
Aggregate reporting for all products ordered through IMA-GUI and, separately, IMA-EDI (see disaggregation reporting)</td><td>Standard:
PO-7A and -7B Parity with PO-7C</td></tr>
<tr><td>Availability:
Available</td><td colspan="2">Notes:</td></tr>
</table>

PO-8 – Jeopardy Notice Interval

Purpose:
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)

Description:
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

- Includes all orders completed in the reporting period that received jeopardy notifications

Reporting Period: One month	**Unit of Measure:** Average Business days [NOTE 1]
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level (This measure is reported by jeopardy notification process as used for the categories shown under Product Reporting)

Formula:
[Σ(Date of the original due date of orders completed in the reporting period that received jeopardy notification – Date of the first jeopardy notification) – Total orders completed in the reporting period that received jeopardy notification]

Exclusions:

- Jeopardies done after the original due date is past
- Records involving official company services
- Records with invalid due dates or application dates
- Records with invalid completion dates
- Records with invalid product codes
- Records missing data essential to the calculation of the measurement per the PID

Product Reporting:	**Standards**
A Non-Designed Services	A Parity with Retail POTS
B Unbundled Loops (with or without Number Portability)	B Parity with Retail POTS
C LIS Trunks	C Parity with Feature Group D (FGD) services
D UNE-P (POTS)	D Parity with Retail POTS
Availability: Available	**Notes:** 1 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

Purpose:
When original due dates are missed, measures the extent to which Qwest notifies customers in advance of jeopardized due dates

Description:
Measures the percentage of late orders for which advance jeopardy notification is provided

- Includes all inward orders (Change, New, and Transfer order types) assigned a due date by Qwest and which are completed/closed in the reporting period that missed the original due date Change order types included in this measurement consist of all C orders representing inward activity
- 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

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level (This measure is reported by jeopardy notification process as used for the categories shown under Product Reporting)

Formula:
[(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

Exclusions:

- Orders missed for customer reasons
- Records with invalid product codes
- Records involving official company services
- Records with invalid due dates or application dates
- Records with invalid completion dates
- Records with invalid product codes
- Records missing data essential to the calculation of the measurement per the PID

Product Reporting:	**Standards:**
A Non-Designed Services	A Parity with Retail POTS
B Unbundled Loops (with or without Number Portability)	B Parity with Retail POTS
C LIS Trunks	C Parity with Feature Group D (FGD) Services
D UNE-P (POTS)	D Parity with Retail POTS
Availability: Available	**Notes:**

PO-15 – Number of Due Date Changes per Order

Purpose: To evaluate the extent to which Qwest changes due dates on orders	
Description: Measures the average number of Qwest due date changes per order • 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 • Counts all due date changes made for Qwest reasons following assignment of the original due date	
Reporting Period: One month	**Unit of Measure:** Average Number of Due Date Changes
Reporting Comparisons: CLEC aggregate, individual CLEC, and Qwest retail results	**Disaggregation Reporting:** Statewide level
Formula: Σ(Count of Qwest due date changes on all orders) – (Total orders in reporting period)	
Exclusions: • Customer requested due date changes • Records involving official company services • Records with invalid due dates or application dates • Records with invalid product codes • Records missing data essential to the calculation of the measurement per the PID	
Product Reporting: None	**Standard:** Diagnostic
Availability: Available	**Notes:**

PO-16– Timely Release Notifications

Purpose:
Measures the percent of release notifications for changes to specified OSS interfaces sent by Qwest to CLECs within the intervals and scope specified within the change management plan found on Qwest's Change Management Process, (CMP) website at http //www qwest com/wholesale/cmp/whatiscmp html

Description:

- Measures the percent of release notices that are sent by Qwest within the intervals/timeframes prescribed by the release notification procedure on Qwest's CMP website [NOTE 1]
  - Release notices measured are
    - Draft Technical Specifications (for App to App interfaces only),
    - Final Technical Specifications (for App to App interfaces only),
    - Draft Release Notices (for IMA-GUI interfaces only),
    - Final Release Notices (for IMA-GUI interfaces only), and
    - OSS Interface Retirement Notices [NOTE 2]
    - For the following OSS interfaces
      - IMA-GUI, IMA-EDI,
      - CEMR,
      - Exchange Access, Control, & Tracking (EXACT), [NOTE 3]
      - Electronic Bonding - Trouble Administration (EB -TA), [NOTE 4]
      - IABS and CRIS Summary Bill Outputs, [NOTE 5]
      - Loss and Completion Records, [NOTE 5]
      - New OSS interfaces (for introduction notices only) [NOTE 6]
    - Also included are notifications for connectivity or system function changes to Resale Product Database
    - 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
    - Includes OSS interface release notifications by Qwest to CLECs for the following OSS functions Pre-Ordering, Ordering, Provisioning, Repair and Maintenance, and Billing
    - Includes Types of Changes as specified in the "Qwest Wholesale Change Management Process Document" (Section 4 – Types of Changes)
  - Includes all OSS interface release notifications pertaining to the above OSS systems, subject to the exclusions specified below
- 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 [NOTE 7]
- Release Notifications sent after the date required by the (CMP) are considered untimely Release Notifications required but not sent are considered untimely

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC Aggregate	**Disaggregation Reporting:** Region-wide level

Formula:
[(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

Exclusions

- Changes to be implemented on an expedited basis (exception to OSS notification intervals) as mutually agreed upon by CLECs and Qwest through the CMP
- Changes where Qwest and CLECs agree, through the CMP, that notification is unnecessary

PO-16 Timely Release Notifications (continued)

Product Reporting: None	**Standards:** Vol 1-10 No more than one untimely notification Vol > 10 92 5% timely notifications

Availability:	**Notes:**
Available	1 The Qwest Wholesale Change Management Process Document specifies the intervals for release notifications by type of notification These intervals are documented in the change management plan 2 The documents described in section "9 0 – Retirement of Existing OSS Interfaces" of the "Qwest Wholesale Change Management Process Document" as "Initial Retirement Notice" and "Final Retirement Notice " 3 EXACT is a Telecordia system Only release notifications for changes initiated by Qwest for hardware or connectivity will be included in this measurement 4 EB-TA is the same system as MEDIACC 5 CRIS, IABS, and Loss and Completions will adhere to the notification intervals documented in section 8 1 – Changes to Existing Application to Application Interface 6 The documents described in section "7 0 – Introduction of New OSS Interface" of the "Qwest Wholesale Change Management Process Document" as "Initial Release Announcement and Preliminary Implementation Plan" (new App to App only), "Initial Interface Technical Specification" (new App to App only), "Final Interface Technical Specifications (new App to App only), "Release Notification" (new GUI only) CMP notices for "Introduction of a New OSS" are to be included in this measurement even though the new system is not explicitly listed in the "Description" section of this PID However, once implemented, the system will not be added to the measurement for purposes of measuring release, change and retirement notifications unless specifically incorporated as an authorized change to the PID 7 The intervals used to determine timeliness are based on CMP guidelines

PO-19 – Stand-Alone Test Environment (SATE) Accuracy

Purpose:
Evaluates Qwest's ability to provide accurate production-like tests to CLECs for testing new releases in the SATE and production environments and testing between releases in the SATE environment

Description:

PO-19A

- Measures the percentage of test transactions that conform to the test scenarios published in the *IMA EDI Data Document – for the Stand Alone Test Environment (SATE)* 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 that conform to the test scenarios published in the current IMA EDI Data Document-for the Stand Alone Test Environment (SATE) that are successfully executed in SATE during the between-releases monthly performance test
- Includes one test transaction for each test scenario published in the *IMA EDI Data Document – for the Stand Alone Test Environment (SATE)*
- Test transactions will be executed for each of the IMA releases supported in SATE utilizing all test scenarios for each of the current versions of the *IMA EDI Data Document – for the Stand Alone Test Environment (SATE)*
- The successful execution of a transaction is determined by the Qwest Test Engineer according to
  - The expected results of the test scenario as described in the *IMA EDI Data Document – for the Stand Alone Test Environment (SATE)* and the EDI disclosure document
  - The transactions strict adherence to business rules published in Qwest's most current IMA EDI Disclosure Documentation for each release and the associated Addenda NOTE 1
- For this measurement, Qwest will execute the test transactions in the Stand-Alone Test Environment
  - 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"
  - 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 15th, or the nearest working day to the 15th of the month, in the months when no release related test transactions are executed
- Test transaction results will be reported by release and included in the Reporting Period during which the release transactions or mid-release test transactions are completed

PO-19B

- Validates the extent that SATE mirrors production by measuring the percentage of IMA EDI test transactions that produce comparable results in SATE and in production
  - Transactions counted as producing comparable results are those that return correctly formatted data and fields as specified in the release's EDI disclosure document and developer worksheets related to the IMA release being tested
  - Comparability will be determined by evaluating the data and fields in each EDI message for the test transactions against the same data and fields for Preorder queries, LSRs, and Supplementals, and returned as Query Responses, Acknowledgements, Firm Order Confirmations (FOCs) for flow-through eligible products, and rejects
- Test transactions are executed one time for each new major IMA release within 7 days after the IMA release
  - Test transactions consist of a defined suite of Product/Activity combinations Qwest's three regions will be represented NOTE 2
  - Pre-order, Order, and Post-order transactions (FOCs for flow-through products) are included
- With respect to the comparability of the structure and content of results from SATE and production environments, this measurement focuses only on the validity of the structure and the validity of the content, per developer worksheets and EID mapping examples distributed as part of release notifications NOTE 3

Reporting Period:	**Unit of Measure:** Percent
PO-19A -- One month PO-19B -- One month (for those months in	

PO-19 Stand-Alone Test Environment (SATE) Accuracy (continued)

which release-related test transactions are completed)	
Reporting Comparisons: None	**Disaggregation Reporting:** PO-19A – Reported separately for each release tested in the reporting period PO-19B -- None

Formula:

PO-19A

[(Total number of successfully completed SATE test transactions executed for a Software Release or between-releases performance test completed in the Reporting Period) – (Total number of SATE test transactions executed for each Software Release or between-releases performance test completed in the Reporting Period)] x 100

PO-19B

[(Total number of completed IMA EDI test transactions executed in SATE and production that produce comparable results for each new major IMA Software Release completed in the Reporting Period) – (Total number of completed IMA EDI test transactions executed in SATE and production for each new major IMA Software Release completed in the Reporting Period)] x 100

Exclusions:

For PO-19B

- Transactions that fail due to the unavailability of a content item (e g , TN exhaustion in SATE or the production environment) or a function in the SATE or production environments (e g , address validation query or CSR query) that is unsuccessful due to an outage in systems that interface with IMA-EDI (e g , PREMIS or SIA)
- Transactions that fail because of differences between the production and SATE results caused when an IMA candidate is implemented into IMA and not SATE (i e , where CMP decides not to implement an IMA candidate in a SATE release e g , the Reject Duplicate LSR candidate in IMA 12 0) This exclusion does not apply during reporting periods in which there are no differences between production IMA and SATE caused by SATE releases packaged pursuant to CMP decisions

Product Reporting: None	**Standard:** PO-19A – 95% for each release tested PO-19B – 95%
Availability: Available	**Notes:** 1 Transactions that are executed and found to have inconsistencies with the data and format rules will be corrected and rerun Rerun volumes will not be counted in the denominator for PO-19 Such corrections and re-executions are intended to enforce strict adherence to business rules published in Qwest's most current IMA EDI Data and Disclosure Documents 2 The product and activity combinations that make up the test decks for PO-19B will be updated after each major IMA software release and provided to CLECs with the publication of IMA EDI Draft Interface Technical Specifications for the next major IMA software release as defined in the CMP process All combinations with EDI transaction volumes > 100 in the previous 12-month period will be included in the test deck 75 days prior to the execution of the test, Qwest will run a query against IMA to determine which combinations meet the criteria for inclusion (i e , volumes > 100)

PO-19 Stand-Alone Test Environment (SATE) Accuracy (continued)

	3 The intent of this provision is to avoid including the effects of circumstances beyond the SATE environment that could cause differences in SATE and production results that are not due to problems in mirroring production For example, because of real-time data manipulation in production, an appointment availability query transaction in SATE will not return the same list of available appointments as in production Available appointments in production are fully dependent on real-time activities that occur there, whereas available appointments in SATE are based on a pre-defined list that is representative of production

PO-20 (Expanded) – Manual Service Order Accuracy

Purpose:
Evaluates the degree to which Qwest accurately processes CLECs' Local Service Requests (LSRs), which are electronically-submitted and manually processed by Qwest, into Qwest Service Orders, based on mechanized comparisons of specified LSR-Service Order fields and focusing on the percentage of manually-processed Service Orders that are accurate/error-free

Description:
Measures the percentage of manually-processed Qwest Service Orders that are populated correctly, in specified data fields, with information obtained from CLEC LSRs

- Includes only Service Orders created from CLEC LSRs that Qwest receives [NOTE 1] electronically (via IMA-GUI or IMA-EDI) and manually processes in the creation of Service Orders, regardless of flow through eligibility, subject to exclusions specified below
- Includes only Service Orders, from the product reporting categories specified below, that request inward line or feature activity (Change, New, and Transfer order types), are assigned a due date by Qwest, and are completed/closed in the reporting period Change Service Order types included in this measurement consist of all C orders with "I" and "T" action-coded line or feature USOCs
- All Service Orders satisfying the above criteria and as specified in the Availability section below are evaluated in this measurement
- An inward line Service Order will be classified as "accurate" and thus counted in the numerator in the formula below when the mechanized comparisons of this measurement determine that the fields specified in the Service Order Fields Evaluated section below (when the source fields have been properly populated on the LSR) are all accurate on the Service Order An inward feature Service Order will be classified as "accurate" if the fields specified in the Service Order Fields Evaluated section below (when the source fields have been properly populated on the LSR) are all accurate on the Service Order and if no CLEC notifications to the call center have generated call center tickets coded to LSR/SO mismatch for that order
  - Service Orders will be counted as being accurate if the contents of the relevant fields, as recorded in the completed Service Orders involved in provisioning the service, properly match or correspond to the information from the specified fields as provided in the latest version of associated LSRs
  - Service orders generated from LSRs receiving a PIA (Provider Initiated Activity value will be counted as being accurate if each and every mismatch has a correct and corresponding PIA value
  - Service Orders, including those otherwise considered accurate under the above-described mechanized field comparison, will not be counted as accurate if Qwest corrects errors in its Service Order(s) as a result of contacts received from CLECs no earlier than one business day prior to the original due date

Reporting Period: One month, reported in arrears (i e , results first appear in reports one month later than results for measurements that are not reported in arrears), in order to exclude Service Orders that are the subject of call center tickets counted in OP-5B and OP-5T, as having new service problems attributed to Service Order errors	**Unit of Measure:** Percent
Reporting Comparisons: CLEC Aggregate and individual CLEC	**Disaggregation Reporting:** Statewide Level

Formula:
[(Number of accurate, evaluated Service Orders) – (Number of evaluated Service Orders completed in the reporting period)] x 100

PO-20 (Expanded) – Manual Service Order Accuracy (continued)

Exclusions:

- Service Orders that are the subject of call center tickets counted in OP-5B and OP-5T as having new service problems attributed to Service Order errors
- Cancelled Service Orders
- Service Orders that cannot be matched to a corresponding LSR
- Records missing data essential to the calculation of the measurement per the PID

Product Reporting:

- Resale and UNE-P (POTS and Centrex 21)
- Unbundled Loops (Analog and Non-Loaded 2/4-wire, DS1 Capable, DS3 and higher Capable, ADSL Compatible, XDSL-I Capable, ISDN-BRI Capable)

Standard:
Benchmarks, as follows

Phase 1	97%
Phase 2	96%
Phase 3 & beyond	95%

Availability:

- Phase 0 – PO-20 (Old) (the first version using sampling of limited fields) (Available now)
- Phase 1[NOTE 2] – PO-20 (Expanded) Mechanized version (as defined herein) All qualifying orders associated with initial LSRs received via IMA version 15 0 or higher beginning with May 2004 data reported in Jul 04
- Phase 2 – Additional fields added No later than Sep 04 results reported in Nov 04
- Phase 3– Additional fields added Targeted for 1st Quarter 05
- Phase 4 – Additional fields added (Date TBD)

Notes:

1 To be included in the measurement, Service Orders created from CLEC LSRs must be received and completed in the same version of IMA-GUI or IMA-EDI

2 Phase 1 Consists of all manually-processed, qualifying Service Orders per product reporting category specified above, from throughout Qwest's 14-state local service region

LSR-Service Order Fields Evaluated

Phase 1 – (Effective with LSRs received beginning May 2004)

Mechanized comparison of the fields from the Service Order to the LSR:

Form	LSR Field Code	LSR Field Name	Remarks/Service Order Field:
LSR	CCNA	Customer Carrier Name Abbreviation	CCNA field of LSR form compared to the RSID/ZCID field identifier in the Extended ID section of the Service Order
	PON	Purchase Order Number	PON field of LSR form compared to the PON field in Bill Section of the Service Order
	D/TSENT	Date and time sent	The D/TSENT field of LSR form from the Firm Order Manager, using applied business day cut-off rules and business typing rules, and compare to the APP (Application Date) used on the Service Order
	CHC	Coordinated Hot Cut Requested	Applies only to Unbundled Loop Validate that the installation USOC used on the Service Order matches the Coordinated Cut request (Evaluated in conjunction with the TEST field to determine correct USOC)
	TEST	Testing required	Applies only to Unbundled Loop Validate that the installation USOC used on the Service Order matches the TEST request (Evaluated in conjunction with the CHC field to determine correct USOC)
	NC	Network Channel Code	Applies only to Unbundled Loop NC field on the LSR form compared to provisioning USOC for CKL1 on the Service Order

LSR-Service Order Fields Evaluated			
Phase 1 – (Effective with LSRs received beginning May 2004)			
Mechanized comparison of the fields from the Service Order to the LSR:			
Form	**LSR Field Code**	**LSR Field Name**	**Remarks/Service Order Field:**
	NCI	Network Channel Interface Code	Applies only to Unbundled Loop NCI field on the LSR form compared to provisioning USOC for CKL1 on the Service Order
	SECNCI	Secondary Network Channel Interface Code	Applies only to Unbundled Loop orders SECNCI field on the LSR form compared to the provisioning USOC for CKL2 on the Service Order
Resale or Centrex	PIC	InterLATA Pre-subscription Indicator Code	PIC field on Resale or Centrex form compared to PIC populated on the "I" or "T" action lines in the Service and Equipment section of the Service Order *Note.* LSR PIC = None, S O PIC = None
	LPIC	IntraLATA Pre-subscription Indicator Code	LPIC field on Resale or Centrex form compared to LPIC populated on the "I" or "T" action lines in the Service and Equipment section of the Service Order *Note.* LSR LPIC = None, S O LPIC = 9199 LSR LPIC = DFLT, S O LPIC = 5123
Resale or Centrex	TNS	Telephone Numbers	Validate that all telephone numbers in the TNS fields in the Service Details section on the Resale or Centrex form requiring inward activity are addressed on the Service Order
	FA/ FEATURE	Feature Activity/Feature Codes	When the FA = N, T, V Validate line and feature USOCs provided in the FEATURE field on the Resale or Centrex form are addressed with "I" and/or "T" action lines on the Service Order Note Comparison will be based on the USOCs associated with line and feature activity listed in the PO-20 USOC List posted on Qwest's public website, on the web page containing the current PID www qwest com/wholesale/results) Qwest may add USOCs to the list, delete grand-fathered/ discontinued or obsolete USOCs, or update USOCs assigned to listed descriptions by providing notice in the monthly Summary of Notes and updating the list

LSR-Service Order Fields Evaluated			
Phase 1 – (Effective with LSRs received beginning May 2004)			
Mechanized comparison of the fields from the Service Order to the LSR:			
Form	**LSR Field Code**	**LSR Field Name**	**Remarks/Service Order Field:**
LS	ECCKT	Exchange Company Circuit ID	Applies to LSRs with ACT = C (only when NC code has not changed, M, or T ECCKT field on the LS form compared to the CLS field in the Service and Equipment section of the Service Order
LS/ LSNP	CFA	Connecting Facility Assignment	CFA field on the LS or LSNP forms compared to the CFA field used in CKL1 of the Service Order (Verbal acceptance of CFA changes will be FOC'd and PIA'd, which will account for the mismatch and eliminate it as an error in the PO-20 calculation
DL – Directory Listings form (Evaluated only for Local Main Listings)	LTY	Listing Type	LTY = 1 (Listed – appears in DA and the directory) Validate that there is a LN in the List section of the Service Order LTY = 2 (Non Listed – appears only in DA) Validate that there is non listing instructions in the LN field in the List section of the Service Order **Central/Western Region:** Validate that the left handed field is NLST and (NON-LIST) is contained in the NLST data field in the List section of the Service order **Eastern Region:** Validate that the left handed field is NL and (NON LIST) is contained in the NL data field in the List section of the Service Order LTY = 3 (Non Pub - does not appear in the directory and telephone number does not appear in DA) Validate that there is non published instructions in the LN field in the List section of the Service Order **Central/Western Regions:** Validate that the left handed field is NP and (NON-PUB) is contained in the NP data field in the List section of the Service Order **Eastern Region:** Validate that the left handed field is NP and (NP LODA) or (NP NODA) is contained in the NP data field in the List section of the Service Order
	TOA	Type of Account	Validate TOA entries (only reviewed when BRO field on DL form is not populated) • TOA valid entries are B or RP Validate that there is a semi colon (;) within the LN in the List section of the Service Order • TOA valid entries are R or BP Validate that there is a comma (,) within the LN in the List section of the Service Order **Exception:** When LSR-TOS = 3, TOA review is Not Applicable Handled by Complex Listing Group Requires separate Service Order
	DML	Direct Mail List	DML field = O on DL form, Service Order LN contains (OCLS)
	NOSL	No Solicitation Indicator	**Arizona Only** NOSL field = Y on DL form, Service Order LN contains (NSOL) (OCLS)

PO-20 (Expanded) – Manual Service Order Accuracy (continued)

LSR-Service Order Fields Evaluated			
Phase 1 – (Effective with LSRs received beginning May 2004)			
Mechanized comparison of the fields from the Service Order to the LSR:			
Form	**LSR Field Code**	**LSR Field Name**	**Remarks/Service Order Field:**
	TMKT	Telemarketing	**Colorado Only** TMKT field = O on DL form, Service Order LN contains (OATD) When both the DML and the TMKT fields are populated, DML validation applies
	LNLN and LNFN	Listed Name	LNLN and LNFN fields on DL form compared to the LN field in the List section of the Service Order
	ADI	Address Indicator	ADI = O on DL form, Service Order LA contains (OAD)
	LAPR	Listed Address Number Prefix	LAPR field of the Listing form compared to LA in the List section of the Service Order
	LANO	Listed Address Number	LANO field of the Listing form compared to LA in the List section of the Service Order.
	LASF	Listed Address Number Suffix	LASF field of the Listing form compared to LA in the List section of the Service Order
	LASD	Listed Address Street Directional	LASD field of the Listing form compared to LA in the List section of the Service Order
	LASN	Listed Address Street Name	LASN field of the Listing form compared to LA in the List section of the Service Order
	LATH	Listed Address Street Type	LATH field of the Listing form compared to LA in the List section of the Service Order
	LASS	Listed Address Street Directional Suffix	LASS field of the Listing form compared to LA in the List section of the Service Order
	LALOC	Listed Address Locality	LALOC field of the Listing form compared to LA in the List section of the Service Order

Phase 2 – No later than Sep 04 results			
LSR-Service Order Fields Evaluated			
Mechanized comparison of the fields from the Service Order to the LSR:			
Form	**LSR Field Code**	**LSR Field Name**	**Remarks/Service Order Field:**
LSR	DSPTCH	Dispatch	Limited to Unbundled Loops where ACT = Z or V only If DSPTCH field on the LSR form = Y, validate dispatch USOC in the Service and Equipment section of the Service Order
Centrex	LTC	Line Treatment Code	Applies only to Centrex 21 LTC field numeric value on the Centrex form compared to the data following the CAT field for the Line USOC on the Service Order
	COS	Class of Service – Qwest Specific	Applies only to Centrex 21 COS field of the Centrex form compared to the CS field in the ID section of the Service Order

Phase 2 – No later than Sep 04 results			
LSR-Service Order Fields Evaluated			
Mechanized comparison of the fields from the Service Order to the LSR:			
Form	**LSR Field Code**	**LSR Field Name**	**Remarks/Service Order Field:**
Resale or Centrex	FEATURE DETAILS	Feature Details	As specified in Appendix A of the 14 State Working PID Comparison would be based on the fields associated with the USOC list referenced under Feature Activity in Phase 1 above
Phase 3 – Targeted for 1st Quarter 05			
LSR-Service Order Fields Evaluated			
Mechanized comparison of the fields from the Service Order to the LSR:			
Form	**LSR Field Code**	**LSR Field Name**	**Remarks/Service Order Field:**
Resale or Centrex	BLOCK (Stage 1)	Blocking Type	For each LNUM provided in the Service Detail section of the Resale or Centrex form when BA = E Note The BLOCK field may have one or more alpha and/or numeric values per LNUM This review will only validate based on BA/BLOCK fields and will not address blocking information provided in the "Remark" section on the LSR or the Feature Detail section of the LSR The values listed below will be considered as follows If BLOCK contains A, validate FID TBE A is present on the service order floated behind line USOC associated with the TNS for that LNUM If BLOCK contains B, validate FID TBE B is present on the service order floated behind line USOC associated with the TNS for that LNUM If BLOCK contains C, validate FID TBE C is present on the service order floated behind line USOC associated with the TNS for that LNUM If BLOCK contains H, validate FID BLKD is present on the service order floated behind line USOC associated with the TNS for that LNUM

PO-20 (Expanded) – Manual Service Order Accuracy (continued)

Phase 4 – Date TBD			
LSR-Service Order Fields Evaluated			
Mechanized comparison of the fields from the Service Order to the LSR:			
Form	**LSR Field Code**	**LSR Field Name**	**Remarks/Service Order Field:**
LSR	DFDT	Desired Frame Due Time	Applicable only to orders for Resale and UNE-P (POTS and Centrex 21) DFDT field on the LSR form compared to the FDT field in the Extended ID section of the Service Order
	DDD	Desired Due Date	DDD field from the last FOC'd LSR compared to the original or last subsequent due date in the Extended ID section on the Service Order when no CFLAG/PIA is present on the FOC (i e Evaluation includes recognition of valid differences between DDD and Service Order based on population of the CFLAG/PIA field on the LSRC (FOC))
DL – Directory Listings form (Evaluated only for Local Main Listings)	LTN	Listed Telephone Number	For Resale and UNE-P (POTS and Centrex 21) LTN field on the Listing form compared to the Main Account Number of the Service Order For Unbundled Loop LTN field on the Listing form compared to the TN floated after the LN in the Listing section of the Service Order
	LNPL	Letter Name Placement	LNPL field on the Listing form = L, validate that LN on the Service Order follows letter placement versus word placement
Resale or Centrex	FEATURE DETAILS	Feature Details	If CLECs propose additional FIDs for review, Qwest will undertake a feasibility evaluation
	BLOCK (Stage 2)	Blocking Type	If CLECs identify value in additional Blocking review, Qwest will undertake development [Requirements to be developed]

Ordering and Provisioning

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

<table>
<tr><td colspan="2">Purpose:
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</td></tr>
<tr><td colspan="2">Description:
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
• Includes all calls to the Interconnect Provisioning Center/Retail Business Office during the reporting period, subject to exclusions specified below
• Abandoned calls and busy calls are counted as calls which are not answered within 20 seconds
• First ring is defined as when the customer's call is first placed in queue by the ACD (Automatic Call Distributor)
• Answer is defined as when the call is first picked up by the Qwest agent</td></tr>
<tr><td>Reporting Period: One month</td><td>Unit of Measure: Percent</td></tr>
<tr><td>Reporting Comparisons: CLEC aggregate and Qwest Retail results</td><td>Disaggregation Reporting: Region-wide level</td></tr>
<tr><td colspan="2">Formula:
[(Total Calls Answered by Center within 20 seconds) – (Total Calls received by Center)] x 100</td></tr>
<tr><td colspan="2">Exclusions: Time spent in the VRU Voice Response Unit is not counted</td></tr>
<tr><td>Product Reporting: Not applicable</td><td>Standard: Parity</td></tr>
<tr><td>Availability:
Available</td><td>Notes:</td></tr>
</table>

OP-3 – Installation Commitments Met

Purpose:
Evaluates the extent to which Qwest installs services for Customers by the scheduled due date

Description:
Measures the percentage of orders for which the scheduled due date is met

- 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 Also included are orders with customer-requested due dates longer than the standard interval
- 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

Reporting Period: One month	**Unit of Measure** Percent

Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level • Results for product/services listed in Product Reporting under "MSA-Type Disaggregation" will be reported according to orders involving OP-3A Dispatches within MSAs, OP-3B Dispatches outside MSAs, and OP-3C No dispatches • Results for products/services listed in Product Reporting under "Zone-type Disaggregation" will be disaggregated according to installations OP-3D In Interval Zone 1 areas, and OP-3E In Interval Zone 2 areas

Formula:
[(Total Orders completed in the reporting period on or before the Applicable Due Date) – (Total Orders Completed in the Reporting Period)] x 100

Exclusions:

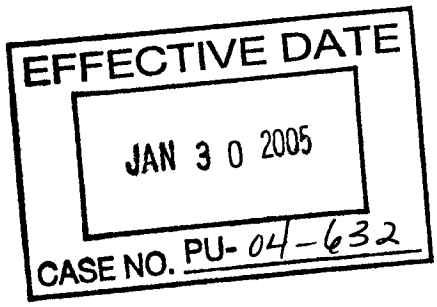
- Disconnect, From (another form of disconnect) and Record order types
- Due dates missed for standard categories of customer and non-Qwest reasons Standard categories of customer reasons are previous service at the location did not have a customer-requested disconnect order issued, no access to customer premises, and customer hold for payment Standard categories of non-Qwest reasons are Weather, Disaster, and Work Stoppage
- Records involving official company services
- Records with invalid due dates or application dates
- Records with invalid completion dates
- Records with invalid product codes
- Records missing data essential to the calculation of the measurement per the PID

OP – 3 Installation Commitments Met (continued)

Product Reporting:	Standards:
MSA-Type Disaggregation -	
• 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 21)	Parity with retail Centrex 21
• Unbundled Network Element – Platform (UNE-P) (Centrex)	Parity with retail Centrex
• Line Splitting	95%
• Loop Splitting [NOTE 1]	Diagnostic
• Line Sharing	95%
• Sub-Loop Unbundling	**CO:** 90% **All Other States:** Diagnostic
Zone-Type Disaggregation -	
• 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	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
xDSL-I capable Loop	90%
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

OP – 3 Installation Commitments Met (continued)

• Enhanced Extended Loops (EELs) – (DS0 level)	**WA:** 90% **All Other States:** Diagnostic
• Enhanced Extended Loops (EELs) – (DS1 level)	90%
• Enhanced Extended Loops (EELs) – (DS3 level)	**WA:** 90% **All Other States:** Diagnostic
Availability: Available	**Notes:** 1 Reporting will begin at the time CLECs order the product, in any quantity, for three consecutive months



OP-4 – Installation Interval

Purpose:
Evaluates the timeliness of Qwest's installation of services for customers, focusing on the average time to install service

Description:
Measures the average interval (in business days) [NOTE 1] between the application date and the completion date for service orders accepted and implemented

- 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
- 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)
- 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 [NOTE 2]
- 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 [NOTE 2]

Reporting Period: One month	**Unit of Measure** Average Business Days

Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level • 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 • 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

Formula:
Σ[(Order Completion Date) – (Order Application Date) – (Time interval between the Original Due Date and the Applicable Date) – (Time intervals associated with customer-initiated due date changes or delays occurring after the Applicable Due Date)] – Total Number of Orders Completed in the reporting period

Explanation The average installation interval is derived by dividing the sum of installation intervals for all orders (in business days) [NOTE 1] by total number of service orders completed in the reporting period

Exclusions:

- Orders with customer requested due dates greater than the current standard interval
- Disconnect, From (another form of disconnect) and Record order types
- Records involving official company services
- Records with invalid due dates or application dates
- Records with invalid completion dates
- Records with invalid product codes
- Records missing data essential to the calculation of the measurement per the PID

OP-4 – Installation Interval (continued)

Product Reporting:	Standards:
MSA-Type Disaggregation -	
• 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 21)	Parity with retail Centrex 21
• Unbundled Network Element – Platform (UNE-P) (Centrex)	Parity with retail Centrex
• Line Splitting	3 3 days
• Loop Splitting NOTE 3	Diagnostic
• Line Sharing	3 3 days
• Sub-Loop Unbundling	**CO:** 6 days
	All Other States: Diagnostic
Zone-Type Disaggregation -	
• 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	6 days
Non-loaded Loop (2-wire)	6 days
Non-loaded Loop (4-wire)	Parity with retail DS1 Private Line
DS1-capable Loop	**Idaho, Iowa, Montana, Nebraska, North Dakota, Oregon, Wyoming:** Parity with retail DS1 Private Line **Arizona, Colorado, Minnesota, New Mexico, South Dakota, Utah, Washington:** 5 5 days
xDSL-I capable Loop	6 days
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)

EFFECTIVE DATE
JAN 30 2005
CASE NO. PU-04-632

OP-4 – Installation Interval (continued)

Dark Fiber – Loop	Diagnostic
Loops with Conditioning	15 days
• E911/911 Trunks	Parity with retail E911/911 Trunks
• Enhanced Extended Loops (EELs) – (DS0 level)	Diagnostic
• Enhanced Extended Loops (EELs) – (DS1 level)	6 days
• Enhanced Extended Loops (EELs) – (DS3 level)	Diagnostic

Availability:

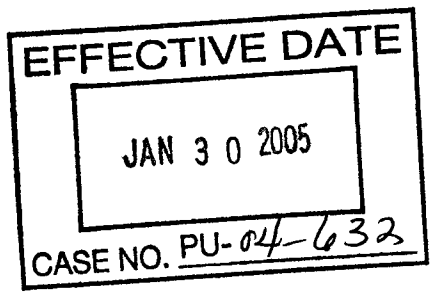
Available

Notes:

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 Saturday is counted as a business day when the service order is due or completed on Saturday

2 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

3 Reporting will begin at the time CLECs order the product, in any quantity, for three consecutive months



OP-5 – New Service Quality

Purpose:
Evaluates the quality of ordering and installing new services (inward line service orders), focusing on the percentage of newly-installed service orders that are free of CLEC/customer-initiated trouble reports during the provisioning process and within 30 calendar days following installation completion, and focusing on the quality of Qwest's resolution of such conditions with respect to multiple reports

Description:
Measures two components of new service provisioning quality (OP-5A and -5B) and also reports a combined result (OP-5T), as described below, each as a percentage of all inward line service orders completed in the reporting period that are free of CLEC/customer-reported provisioning and repair trouble reports, as described below Also measures the percentage of all provisioning and repair trouble reports that constitute multiple trouble reports for the affected service orders (OP-5R)

- Orders for new services considered in calculating all components of this performance indicator are all inward line service orders completed in the reporting period, including Change (C-type) orders for additional lines/circuits, subject to exclusions shown below Change order types considered in these measurements consist of all C orders representing inward activity NOTE 1
- Orders for new service installations include conversions (Retail to CLEC, CLEC to CLEC, and same CLEC converting between products)
- Provisioning or repair trouble reports include both out of service and other service affecting conditions, such as features on a line that are missing or do not function properly upon conversion, subject to exclusions shown below

OP-5A: New Service Installation Quality Reported to Repair

- Measures the percentage of inward line service orders that are free of repair trouble reports NOTE 2 within 30 calendar days of installation completion, subject to exclusions below
- Repair trouble reports are defined as CLEC/customer notifications to Qwest of out-of-service and other service affecting conditions for which Qwest opens repair tickets in its maintenance and repair management and tracking systems NOTE 3 that are closed in the reporting period or the following month, NOTE 4 subject to exclusions shown below NOTE 5
- Qwest is able to open repair tickets for repair trouble reports received from CLECs/customers once the service order is completed in Qwest's systems

OP-5B: New Service Provisioning Quality

- Measures the percentage of inward line service orders that are free of provisioning trouble reports during the provisioning process and within 30 calendar days of installation completion, subject to exclusions shown below
- Provisioning trouble reports are defined as CLEC notifications to Qwest of out of service or other service affecting conditions that are attributable to provisioning activities, including but not limited to LSR/service order mismatches and conversion outages For provisioning trouble reports, Qwest creates call center tickets in its call center database Subject to exclusions shown below, call center tickets closed in the reporting period or the following month NOTE 4 are captured in this measurement Call center tickets closed to Network reasons will not be counted in OP-5B when a repair trouble report for that order is captured in OP-5A NOTE 5, 6

OP-5T: New Service Installation Quality Total

- Measures the percentage of inward line service orders that are free of repair or provisioning trouble reports during the provisioning process and within 30 calendar days of installation completion, subject to exclusion shown below

OP-5R: New Service Quality Multiple Report Rate

- Evaluates the quality of Qwest's responses to repair and provisioning trouble reports for inward line service orders completed in the reporting period This measurement reports, for those service orders that were *not* free of repair or provisioning trouble reports in OP-5A or OP-5B, the percentage of trouble reports affecting the same service orders that were followed by additional repair and provisioning trouble reports, as specified below
- Measures the percentage of all repair and provisioning trouble reports considered in OP-5A and OP-5B that are additional repair or provisioning trouble reports received by Qwest for the same service order during the provisioning process or within 30 calendar days following installation

OP- 5 – New Service Quality (continued)

completion

- Additional repair or provisioning trouble reports are defined as all such reports that are received following the first report (whether the first report is represented by a call center ticket or a repair ticket) relating to the same service order during the provisioning process or within 30 calendar days following installation completion In all cases, the trouble reports counted are those that are defined for OP-5A and OP-5B above [NOTE 7]

Reporting Period: One month, reported in arrears (i e , results first appear in reports one month later than results for measurements that are not reported in arrears), in order to cover the 30-day period following installation	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level

Formulas:

OP-5A = (Number inward line service orders completed in the reporting period – Number of inward line service orders with any repair trouble reports as specified above) – (Number of inward line service orders completed in the reporting period) x 100

OP-5B = (Number of inward line service orders completed in the reporting period – Number of inward line service orders with any provisioning trouble reports as specified above) – (Number of inward line service orders completed in the reporting period) x 100

OP-5T = ([Number of inward line service orders completed in the reporting period] – Number of inward line service orders with repair or provisioning trouble reports as defined above under OP-5A or OP-5B, as applicable) – (Number of inward line service orders completed in the reporting period) x 100

OP-5R = (Number of all repair and provisioning trouble reports, relating to inward line service orders closed in the reporting period as defined above under OP-5A or OP-5B, that constitute additional repair and provisioning trouble reports, within 30 calendar days following the installation date – Number of all repair and provisioning trouble reports relating to inward line service orders closed In the reporting period, as defined above under OP-5A or OP-5B) x 100

Exclusions:

Applicable to OP-5A, OP-5T and OP-5R

- Repair trouble reports attributable to CLEC or coded to non-Qwest reasons as follows
  - For products measured from MTAS data, repair 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), and Reports from other than the CLEC/customer that result in a charge if dispatched
  - For products measured from WFA (Workforce Administration) data, repair reports coded to codes for
    - Carrier Action (IEC), Customer Provided Equipment (CPE), Commercial power failure, Customer requested service order activity, and Other non-Qwest
  - Repair reports coded to disposition codes for referral to another department (i e , for non-repair ticket resolutions of non-installation-related problems, except cable cuts, which are not excluded)

Applicable to OP-5B, OP-5T and OP-5R only

- Provisioning trouble reports attributable to CLEC or non-Qwest causes
- Call center tickets relating to activities that occur as part of the normal process of conversion (i e , while Qwest is actively and properly engaged in process of converting or installing the service) Provisioning trouble reports involving service orders that, at the time of the calls, have fallen out for manual handling and been disassociated from the related service order, as applicable, will be considered as not in the normal process of conversion and will not be excluded

Applicable to OP-5A, OP-5B, OP-5T and OP-5R

- Repair or provisioning trouble reports related to service orders captured as misses under measurements OP-13 (Coordinated Cuts Timeliness) or OP-17 (LNP Timeliness)
- Subsequent repair or provisioning trouble reports of any trouble on the installed service before the original repair or provisioning trouble report is closed
- Service orders closed in the reporting period with App Dates earlier than eight months prior to the

OP- 5 – New Service Quality (continued)

<table>
<tr><td colspan="2">beginning of the reporting period
• Information tickets generated for internal Qwest system/network monitoring purposes
• Disconnect, From (another form of disconnect) and Record order types When out of service or service affecting problems are reported to the call center on conversion and move requests, the resulting call center ticket will be included in the calculation of the numerator in association with the related inward order type even when the call center ticket reflects the problem was caused by the Disconnect or From order
• Records involving official Qwest company services
Records missing data essential to the calculation of the measurement as defined herein</td></tr>
<tr><td>Product Reporting Categories:
• As specified below – one percentage result reported for each bulleted category under the sub-measurements shown</td><td>Standards:
OP-5A: Parity with retail service
OP-5B: Diagnostic for six months following first reporting After six months Benchmark (TBD)
OP-5T: Diagnostic
OP-5R: Diagnostic for six months following first reporting Possible standard (TBD)
(Where parity comparisons involve multiple service varieties in a product category, weighting based on the retail analogue volumes may be used if necessary to create a comparison that is not affected by different proportions of wholesale and retail analogue volumes in the same reporting category)</td></tr>
</table>

OP- 5 – New Service Quality (continued)

Product Reporting:	Standards:		
Reported under OP-5A, OP-5B, OP-5T and OP-5R: (Product categories may be combined as agreed upon by the parties in Long-Term PID Administration)			
	OP-5A	**OP-5B**	**OP-5T & OP-5R**
Resale			
Residential single line service	Parity with retail service	96 5%	Diagnostic
Business single line service	Parity with retail service	96 5%	Diagnostic
Centrex	Parity with retail service	96 5%	Diagnostic
Centrex 21	Parity with retail service	96 5%	Diagnostic
PBX Trunks	Parity with retail service	96 5%	Diagnostic
Basic ISDN	Parity with retail service	96 5%	Diagnostic
Qwest DSL	Parity with retail service	96 5%	Diagnostic
Primary ISDN	Parity with retail service	96 5%	Diagnostic
DS0	Parity with retail service	96 5%	Diagnostic
DS1	Parity with retail service	96 5%	Diagnostic
DS3 and higher bit-rate services (aggregate)	Parity with retail service	96 5%	Diagnostic
Frame Relay	Parity with retail service	Diagnostic	Diagnostic
• Unbundled Network Element – Platform (UNE-P) (POTS)	Parity with like retail service	96 5%	Diagnostic
• Unbundled Network Element – Platform (UNE-P) (Centrex 21)	Parity with retail Centrex 21	96 5%	Diagnostic
• Unbundled Network Element – Platform (UNE-P) (Centrex)	Parity with retail Centrex	96 5%	Diagnostic
Line Splitting	Parity with retail Qwest DSL	96 5%	Diagnostic
Loop Splitting [NOTE 8]	Diagnostic	Diagnostic	Diagnostic
Line Sharing	Parity with retail RES & BUS POTS	96 5%	Diagnostic
Sub-Loop Unbundling	Diagnostic	Diagnostic	Diagnostic
Unbundled Loops			
Analog Loop	Parity with retail Res & Bus POTS with dispatch	96 5%	Diagnostic
Non-loaded Loop (2-wire)	Parity with retail ISDN BRI	96 5%	Diagnostic
Non-loaded Loop (4-wire)	Parity with retail DS1	96 5%	Diagnostic
DS1-capable Loop	Parity with retail DS1	96 5%	Diagnostic
xDSL-I capable Loop	Parity with retail Qwest DSL	96 5%	Diagnostic
ISDN-capable Loop	Parity with retail ISDN BRI	96 5%	Diagnostic
ADSL-qualified Loop	Parity with retail Qwest DSL with dispatch	96 5%	Diagnostic
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate services (aggregate)	96 5%	Diagnostic
Dark Fiber - Loop	Diagnostic	Diagnostic	Diagnostic

EFFECTIVE DATE
JAN 3 0 2005
CASE NO. PU-04-632

OP- 5 – New Service Quality (continued)

• Enhanced Extended Loops (EELs) – (DS0 level)	Diagnostic until volume criteria are met	96 5%	Diagnostic
• Enhanced Extended Loops (EELs) – (DS1 level)	Parity with retail DS1 Private Line	96 5%	Diagnostic
• Enhanced Extended Loops (EELs) – (above DS1 level)	Diagnostic until volume criteria are met	96 5%	Diagnostic

Reported under OP-5A and under OP-5R (per OP-5A specifications):

	OP-5A	OP-5R
• LIS Trunks	Parity with Feature Group D (aggregate)	Diagnostic
Unbundled Dedicated Interoffice Transport (UDIT)		
UDIT (DS1 Level)	Parity with Retail Private Lines (DS1)	Diagnostic
UDIT (Above DS1 Level)	Parity with Retail Private Lines (Above DS1 level)	Diagnostic
Dark Fiber - IOF	Diagnostic	Diagnostic
• E911/911 Trunks	Parity with Retail E911/911 Trunks	Diagnostic

Availability:

Available

Notes:

1 The specified Change order types representing inward activity exclude Change orders that do not involve installation of lines (in both wholesale and retail results) Specifically this measurement does not include changes to existing lines, such as number changes and PIC changes

2 Including consideration of repeat repair trouble reports (i e , additional reports of trouble related to the same newly-installed line/circuit that are received after the preceding repair report is closed and within 30 days following installation completion) to complete the determination of whether the newly-installed line/circuit was trouble free within 30 days of installation

3 Qwest's repair management and tracking systems consist of WFA (Work Force Administration), MTAS (Maintenance Tracking and Administration System), and successor repair systems, if any, as applicable to obtain the repair report data for this measurement Not included are Call Center Database systems supporting call centers in logging calls from customers regarding problems or other inquiries (see OP-5B and OP-5T)

4 The "following month" includes also the period of a few business days (typically four or five) afterward, up to the time when Qwest pulls the repair data to begin processing results for this measurement

5 Includes repair and provisioning trouble reports generated by new processes that supersede or supplement existing processes for submitting repair and provisioning trouble reports as specified in Qwest's documented or agreed upon procedures

6 For purposes of calculating OP-5B, a call center ticket for multiple orders with provisioning trouble reports will result in all orders reporting trouble counting as a miss in OP-5B If a repair trouble report(s) is received for the same orders, the number of orders counted as a miss in OP-5B for Network reasons will be reduced by the number of orders with repair troubles counted as a miss in OP-5A

7 OP-5R will be counted on a per ticket basis

8 Reporting will begin at the time CLECs order the product, in any quantity, for three consecutive months

OP-6 – Delayed Days

Purpose:
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

Description:

OP-6A – Measures the average number of business days [NOTE 1] that service is delayed beyond the Applicable Due Date for non-facility reasons attributed to Qwest

- 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

OP-6B – Measures the average number of business days [NOTE 1] that service is delayed beyond the Applicable Due Date for facility reasons attributed to Qwest

- 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

For both OP-6A and OP-6B

- Change order types for additional lines consist of "C" orders representing inward activity
- 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 [NOTE 2]
- 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 [NOTE 2]

Reporting Period One month	**Unit of Measure:** Average Business Days

Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level • 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 1 Dispatches within MSAs, 2 Dispatches outside MSAs, and 3 No dispatches • Results for products/services listed in Product Reporting under "Zone-type Disaggregation" will be disaggregated according to installations 4 In Interval Zone 1 areas, and 5 In Interval Zone 2 areas

Formula:

OP-6A = ∑[(Actual Completion Date of late order for non-facility reasons) – (Applicable Due Date of late order) – (Time intervals associated with customer-initiated due date changes or delays occurring after the Applicable Due Date)] – (Total Number of Late Orders for non-facility reasons completed in the reporting period)

OP-6B = ∑[(Actual Completion Date of late order for facility reasons) – (Applicable Due Date of late order)] – (Time intervals associated with customer-initiated due date changes or delays occurring after the Applicable Due Date) – (Total Number of Late Orders for facility reasons completed in the reporting period)

EFFECTIVE DATE
JAN 30 2005
CASE NO. PU-04-632

OP- 6 – Delayed Days (continued)

Exclusions: • Orders affected only by delays that are solely for customer and/or CLEC reasons • Disconnect, From (another form of disconnect) and Record order types • Records involving official company services • Records with invalid due dates or application dates • Records with invalid completion dates • Records with invalid product codes • Records missing data essential to the calculation of the measurement per the PID	
Product Reporting:	**Standards:**
MSA-Type Disaggregation -	
• 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 21)	Parity with retail Centrex 21
• Unbundled Network Element – Platform (UNE-P) (Centrex)	Parity with retail Centrex
• Line Splitting	Parity with retail Qwest DSL
• Loop Splitting NOTE 3	Diagnostic
• Line Sharing	Parity with retail Qwest DSL
• Sub-Loop Unbundling	Diagnostic
Zone-type Disaggregation -	
• 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- Service
UDIT – Above DS1 level	Parity with retail Private Line- Services above DS1 level
Dark Fiber – IOF	Diagnostic
• Unbundled Loops	
Analog Loop	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
xDSL-l capable Loop	Parity with retail Qwest DSL, with dispatch
ISDN-capable Loop	Parity with retail ISDN BRI
ADSL-qualified Loop	Parity with retail Qwest DSL, with dispatch

OP- 6 – Delayed Days (continued)

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 Loops (EELs) – (DS0 level)	Diagnostic
• Enhanced Extended Loops (EELs) – (DS1 level)	OP-6A Parity with retail DS1 Private Line OP-6B Diagnostic
• Enhanced Extended Loops (EELs) – (DS3 level)	Diagnostic

Availability:

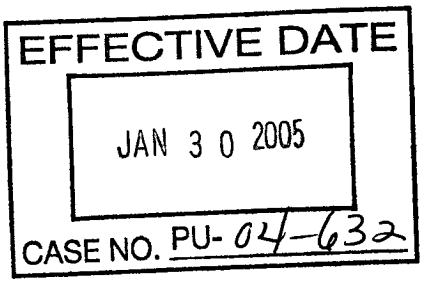
Available

Notes:

1 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, Saturday is counted as a business day when the service order is due or completed on Saturday

2 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

3 Reporting will begin at the time CLECs order the product, in any quantity, for three consecutive months



OP-7 – Coordinated "Hot Cut" Interval – Unbundled Loop

Purpose:
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

Description:
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

- Includes all coordinated hot cuts of unbundled loops that are completed/closed during the reporting period, subject to exclusions specified below
- "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
- "Lift" time is defined as when Qwest disconnects the existing loop
- "Completion time" is defined as when Qwest completes the applicable tests after connecting the loop to the CLEC

Reporting Period: One month	**Unit of Measure:** Hours and Minutes

Reporting Comparisons: CLEC aggregate and individual CLEC results	**Disaggregation Reporting:** Statewide level

Formula:
Σ[Completion time – Lift time] – (Total Number of unbundled loops with coordinated cutovers completed in the reporting period)

Exclusions:

- Time intervals associated with CLEC-caused delays
- Records missing data essential to the calculation of the measurement per the PID
- Invalid start/stop dates/times or invalid scheduled date/times

Product Reporting: Coordinated Unbundled Loops – Reported separately for • Analog Loops • All other Loop Types	**Standard:** **CO:** 1 hour **All Other States:** Diagnostic in light of OP-13 (Coordinated Cuts On Time)

Availability: Available	**Notes:**

OP-8 – Number Portability Timeliness

Purpose:
Evaluates the timeliness of cutovers of local number portability (LNP)

Description:

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
- All orders for LNP coordinated with unbundled loops that are completed/closed during the reporting period are measured, subject to exclusions specified below

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
- 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

- 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
- "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

Reporting Period: One month	**Unit of Measure:** Percent of triggers set on time
Reporting Comparisons: CLEC aggregate and individual CLEC results	**Disaggregation Reporting:** Statewide level

Formula:

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

Exclusions:
- CLEC-caused delays in trigger setting
- LNP requests that do not involve automatic triggers (e g , DID lines without separate, unique telephone numbers and Centrex 21)
- LNP requests for which the records used as sources of data for these measurements have the following types of errors
  - Records with no PON (purchase order number) or STATE
  - Records where triggers cannot be set due to switch capabilities
  - Records with invalid due dates, application dates, or start dates
  - Records with invalid completion dates
  - Records missing data essential to the calculation of the measurement per the PID
  - Invalid start/stop dates/times or invalid frame due or scheduled date/times

Product Reporting: None	**Standard:** 95%
Availability: Available	**Notes:**

OP-13 – Coordinated Cuts On Time – Unbundled Loop

Purpose:
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

Description:

- Includes all LSRs for coordinated cuts of unbundled loops that are completed/closed during the reporting period, subject to exclusions specified below
- 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
- OP-13B – Measures the percentage of all LSRs for coordinated cuts of unbundled loops that are actually started without CLEC approval
- "Scheduled start time" is defined as the confirmed appointment time (as stated on the FOC), or a newly negotiated appointment time
- 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
  - Analog unbundled loops

1 to 16 lines	1 Hour
17 to 24 lines	2 Hours
25+ lines	Project*

  - All other unbundled loops

1 to 5 lines	1 Hour
6 to 8 lines	2 Hours
9 to 11 lines	3 Hours
12 to 24 lines	4 Hours
25+ lines	Project*

  *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)
- "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
- Time intervals following the scheduled start time or during the cutover process associated with customer-caused delays are subtracted from the actual cutover duration
- 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

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate and individual CLEC results	**Disaggregation Reporting:** Statewide level Results for this measurement will be reported according to OP-13A Cuts Completed On Time OP-13B Cuts Started Without CLEC Approval

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

Formula:

OP-13A = [(Count of LSRs for Coordinated Unbundled Loop cuts completed "On Time") – (Total Number of LSRs for Coordinated Unbundled Loop Cuts completed in the reporting period)] x 100

OP-13B = [(Count of LSRs for Coordinated Unbundled Loop cuts whose actual start time occurs without CLEC approval) – (Total Number of LSRs for Coordinated Unbundled Loop Cuts completed in the reporting period)] x 100

Exclusions:

Applicable to OP-13A

- Loop cuts that involve CLEC-requested non-standard methodologies, processes, or timelines

OP-13A & OP-13B

- Records with invalid completion dates
- Records missing data essential to the calculation of the measurement per the PID which are not otherwise designated to be "counted as a miss"
- Invalid start/stop dates/times or invalid scheduled date/times
- Projects involving 25 or more lines

Product Reporting: Coordinated Unbundled Loops – Reported separately for • Analog Loops • All Other Loops	**Standards:** **OP-13A** **AZ:** 90 Percent or more **All Other States:** 95 Percent or more **OP-13B** Diagnostic
Availability: Available	**Notes:**

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

Purpose:
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

Description:
OP-15A – Measures the average number of business days that pending orders are delayed beyond the Applicable Due Date for reasons attributed to Qwest

- 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
- 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 NOTE 1
- 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 NOTE 1

OP-15B – Reports the number of pending orders measured in the numerator of OP-15A that were delayed for Qwest facility reasons

Reporting Period One month	**Unit of Measure:** OP-15A – Average Business Days NOTE 2 OP-15B – Number of orders pending facilities
Reporting Comparisons: CLEC aggregate, individual CLEC, Qwest retail	**Disaggregation Reporting:** Statewide

Formula:

OP-15A = Σ[(Last Day of Reporting Period) – (Applicable Due Date of Late Pending Order) - (Time intervals associated with customer-initiated due date changes or delays occurring after the Applicable Due Date)] – (Total Number of Pending Orders Delayed for Qwest reasons as of the last day of Reporting Period)

OP-15B = Count of pending orders measured in numerator of OP-15A that were delayed for Qwest facility reasons

Exclusions:

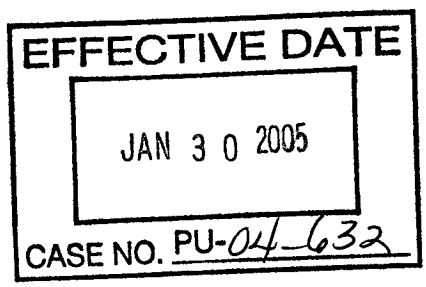
- Disconnect, From (another form of disconnect) and Record order types
- Records involving official company services
- Records with invalid due dates or application dates
- Records with invalid product codes
- Records missing data essential to the calculation of the measurement per the PID

OP-15 – Interval for Pending Orders Delayed Past Due Date (continued)

Product Reporting:	**Standards:** OP-15B = diagnostic only For OP-15A
• 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)
Centex 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 21)	Diagnostic (Expectation Parity with retail Centrex 21)
• Unbundled Network Element – Platform (UNE-P) (Centrex)	Diagnostic (Expectation Parity with retail Centrex)
• Line Splitting	Diagnostic (Expectation Parity with retail Qwest DSL)
• Loop Splitting [NOTE 3]	Diagnostic
• Line Sharing	Diagnostic (Expectation Parity with retail Qwest DSL)
• 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 Loops (EELs)	Diagnostic

OP-15 – Interval for Pending Orders Delayed Past Due Date (continued)

Availability:	**Notes:**
Available	1 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 2 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 For all other non-dispatched products and for all dispatched products under OP-15A, Saturday is not counted as a business day 3 Reporting will begin at the time CLECs order the product, in any quantity, for three consecutive months



OP-17 – Timeliness of Disconnects associated with LNP Orders

Purpose:
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

Description:

OP-17A

- 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
  - Focuses on disconnects associated with timely CLEC requests for delaying the disconnects or no requests for delays
  - 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
  - A CLEC request for delay of disconnection is considered timely if received by Qwest before 8 00 p m MT on the current due date of the LNP order recorded by Qwest

OP-17B

- 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
  - Includes only disconnects associated with untimely CLEC requests for delaying the disconnects
  - A CLEC request for delay of disconnection is considered "untimely" if received by Qwest after 8 00 p m MT on the current due date of the LNP order recorded by Qwest and before 12 00 p m MT (noon) on the day after the current due date
- Disconnects are defined as the removal of switch translations, including the 10-digit trigger
- 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 four calendar days of the actual disconnect date, that are confirmed to be caused by disconnects being made before the scheduled time
- Includes all CLEC orders for LNP TNs completed in the reporting period, subject to exclusions specified below

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC Aggregate and Individual CLEC	**Disaggregation Reporting:** Statewide

Formula:
[(Total number of LNP TNs ported pursuant to orders completed in the reporting period – Number of TNs with qualifying trouble reports notifying Qwest that disconnection before the scheduled time has occurred) – Total Number of LNP TNs ported pursuant to orders completed in the reporting period] x 100

OP-17 – Timeliness of Disconnects associated with LNP Orders (continued)

Exclusions:

OP-17A only

- Trouble reports notifying Qwest of early disconnects associated with situations for which the CLEC has failed to submit timely requests to have disconnects held for later implementation

OP-17A & B

- Trouble reports not related to valid requests (LSRs) for LNP and associated disconnects
- LNP requests that do not involve automatic triggers (e g , DID lines without separate, unique TNs, and Centrex 21)
- Records with invalid trouble receipt dates
- Records with invalid cleared, closed or due dates
- Records with invalid product codes
- Records missing data essential to the calculation of the measurement per the PID

OP-17B only

- Trouble reports notifying Qwest of early disconnects associated with situations for which the CLEC did not submit its untimely requests by 12 00 p m MT (noon) on the day after the LNP due date to have disconnects held for later implementation

Product Reporting: LNP	**Standards:** OP-17A – 98 25% OP-17B – Diagnostic only, in light of its measuring only requests for delay of disconnect that are defined as untimely
Availability: Available	**Notes:**

Maintenance and Repair

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

<table>
<tr><td colspan="2">Purpose:
Evaluates Customer access to Qwest's Interconnection and/or Retail Repair Center(s), focusing on the number of calls answered within 20 seconds</td></tr>
<tr><td colspan="2">Description:
Measures the percentage of Interconnection and/or Retail Repair Center calls answered within 20 seconds of the first ring
• Includes all calls to the Interconnect Repair Center during the reporting period, subject to exclusions specified below
• First ring is defined as when the customer's call is first placed in queue by the ACD (Automatic Call Distributor)
• Answer is defined as when the call is first picked up by the Qwest agent
• Abandoned calls and busy calls are counted as calls which are not answered within 20 seconds</td></tr>
<tr><td>Reporting Period: One month</td><td>Unit of Measure: Percent</td></tr>
<tr><td>Reporting Comparisons: CLEC aggregate and Qwest Retail levels</td><td>Disaggregation Reporting: Region-wide level</td></tr>
<tr><td colspan="2">Formula:
[(Total Calls Answered by Center within 20 seconds) – (Total Calls received by Center)] x 100</td></tr>
<tr><td colspan="2">Exclusions: Time spent in the VRU (Voice Response Unit) is not counted</td></tr>
<tr><td>Product Reporting: None</td><td>Standard Parity</td></tr>
<tr><td>Availability:
Available</td><td>Notes:</td></tr>
</table>

MR-3 – Out of Service Cleared within 24 Hours

Purpose:
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)

Description:
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

- 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
- Time measured is from date and time that Qwest is first notified of the trouble by CLEC to date and time trouble is cleared

Reporting Period: One month	**Unit of Measure:** Percent

Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level • 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 • 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

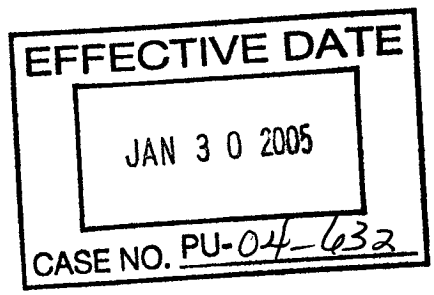
Formula:
[(Number of Out of Service Trouble Reports closed in the reporting period that are cleared within 24 hours) – (Total Number of Out of Service Trouble Reports closed in the reporting period)] x 100

Exclusions:

- Trouble reports coded as follows
  - For products measured from MTAS data (products listed for MSA-type disaggregation), 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)
  - 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)
- Subsequent trouble reports of any trouble before the original trouble report is closed
- Information tickets generated for internal Qwest system/network monitoring purposes
- Time delays due to "no access" are excluded from repair time for products/services listed in Product Reporting under "Zone-type Disaggregation"
- For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports involving a "no access" delay
- Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete
- Records involving official company services
- Records with invalid trouble receipt dates
- Records with invalid cleared or closed dates
- Records with invalid product codes
- Records missing data essential to the calculation of the measurement per the PID

MR-3 – Out of Service Cleared within 24 Hours (Continued)

Product Reporting:	Standards:
MSA-Type Disaggregation -	
• 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 21)	Parity with retail Centrex 21
• Unbundled Network Element – Platform (UNE-P) (Centrex)	Parity with retail Centrex
• Line Splitting	Parity with retail Qwest DSL
• Loop Splitting NOTE 1	Diagnostic
• Line Sharing	**CO:** Parity with Qwest DSL
	All Other States: Parity with RES and BUS POTS
• Sub-Loop Unbundling	**CO:** Parity with retail ISDN-BRI
	All Other States: Diagnostic
Zone-type Disaggregation -	
• 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
xDSL-l capable Loop	Parity with retail Qwest IDSL
ISDN-capable Loop	Parity with ISDN-BRI
ADSL-qualified Loop	Parity with retail Qwest DSL
Availability: Available	**Notes:** 1 Reporting will begin at the time CLECs order the product, in any quantity, for three consecutive months



MR-4 – All Troubles Cleared within 48 hours

Purpose:
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)

Description:
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

- Includes all trouble reports, closed during the reporting period, which involve a specified service, subject to exclusions specified below
- Time measured is from date and time that Qwest is first notified of the trouble by CLEC to date and time trouble is cleared

Reporting Period: One month	**Unit of Measure:** Percent

Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level • 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 • 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

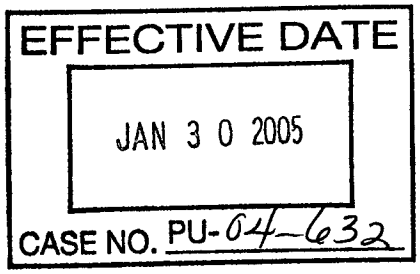
Formula:
[(Total Trouble Reports closed in the reporting period that are cleared within 48 hours) – (Total Trouble Reports closed in the reporting period)] x 100

Exclusions:

- Trouble reports coded as follows
  - For products measured from MTAS data (products listed for MSA-type disaggregation), 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)
  - 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)
- Subsequent trouble reports of any trouble before the original trouble report is closed
- Information tickets generated for internal Qwest system/network monitoring purposes
- Time delays due to "no access" are excluded from repair time for products/services listed in Product Reporting under "Zone-type Disaggregation"
- For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports involving a "no access" delay
- Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete
- Records involving official company services
- Records with invalid trouble receipt dates
- Records with invalid cleared or closed dates
- Records with invalid product codes
- Records missing data essential to the calculation of the measurement per the PID

MR-4 – All Troubles Cleared within 48 Hours (Continued)

Product Reporting:	Standards:
MSA-Type Disaggregation -	
• 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 21)	Parity with retail Centrex 21
• Unbundled Network Element – Platform (UNE-P) (Centrex)	Parity with retail Centrex
• Line Splitting	Parity with retail Qwest DSL
• Loop Splitting NOTE 1	Diagnostic
• Line Sharing	Parity with RES and BUS POTS
• Sub-Loop Unbundling	Diagnostic
Zone-Type Disaggregation -	
• 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
xDSL-I capable Loop	Parity with retail Qwest IDSL
ISDN-capable Loop	Parity with retail ISDN-BRI
ADSL-qualified Loop	Parity with retail Qwest DSL
Availability: Available	**Notes:** 1 Reporting will begin at the time CLECs order the product, in any quantity, for three consecutive months



MR-5 – All Troubles Cleared within 4 hours

Purpose:
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)

Description:
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

- Includes all trouble reports, closed during the reporting period, which involve a specified service, subject to exclusions specified below
- Time measured is from date and time that Qwest is first notified of the trouble by CLEC to date and time trouble is cleared

Reporting Period: One month	**Unit of Measure** Percent
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** 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

Formula:
[(Number of Trouble Reports closed in the reporting period that are cleared within 4 hours) – (Total Trouble Reports closed in the reporting period)] x 100

Exclusions:

- Trouble reports coded as follows
  - 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)
- Subsequent trouble reports of any trouble before the original trouble report is closed
- Information tickets generated for internal Qwest system/network monitoring purposes
- Time delays due to "no access" are excluded from repair time
- Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete
- Records involving official company services
- Records with invalid trouble receipt dates
- Records with invalid cleared or closed dates
- Records with invalid product codes
- Records missing data essential to the calculation of the measurement per the PID

MR-5 – All Troubles Cleared within 4 hours (continued)

Product Reporting:	**Standards:**
Zone-Type Disaggregation -	
• 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 Loops (EELs) – (DS0 level)	Diagnostic
• Enhanced Extended Loops (EELs) – (DS1 level)	Parity with retail DS1 Private Line
• Enhanced Extended Loops (EELs) – (DS3 level)	Diagnostic
Availability: Available	**Notes:**

MR-6 – Mean Time to Restore

Purpose:
Evaluates timeliness of repair, focusing how long it takes to restore services to proper operation

Description:
Measures the time actually taken to clear trouble reports

- Includes all trouble reports closed during the reporting period, subject to exclusions specified below
- Includes customer direct reports, customer-relayed reports, and test assist reports that result in a trouble report
- Time measured is from date and time that Qwest is first notified of the trouble by CLEC to date and time trouble is cleared

Reporting Period: One month	**Unit of Measure:** Hours and Minutes

Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level • Results for product/services listed in Product Reporting under "MSA-Type Disaggregation" will be reported according to trouble reports involving MR-6A Dispatches within MSAs, MR-6B Dispatches outside MSAs, and MR-6C No dispatches • Results for products/services listed in Product Reporting under "Zone-type Disaggregation" will be disaggregated according to trouble reports involving MR-6D In Interval Zone 1 areas, and MR-6E In Interval Zone 2 areas

Formula:
$\sum$[(Date & Time Trouble Report Cleared) – (Date & Time Trouble Report Opened)] – (Total number of Trouble Reports closed in the reporting period)

Exclusions:

- Trouble reports coded as follows
  - For products measured from MTAS data (products listed for MSA-type disaggregation), 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)
  - 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)
- Subsequent trouble reports of any trouble before the original trouble report is closed
- Information tickets generated for internal Qwest system/network monitoring purposes
- Time delays due to "no access" are excluded from repair time for products/services listed in Product Reporting under "Zone-type Disaggregation"
- For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports involving a "no access" delay
- Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete
- Records involving official company services
- Records with invalid trouble receipt dates
- Records with invalid cleared or closed dates
- Records with invalid product codes
- Records missing data essential to the calculation of the measurement per the PID

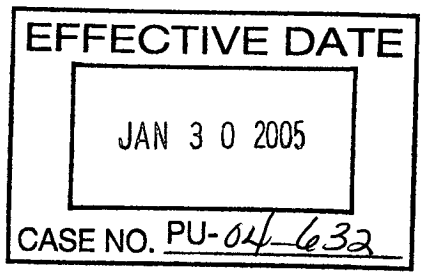
MR-6 – Mean Time to Restore (Continued)

Product Reporting:	**Standards:**
MSA-Type Disaggregation -	
• 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 21)	Parity with retail Centrex 21
• Unbundled Network Element – Platform (UNE-P) (Centrex)	Parity with retail Centrex
• Line Splitting	Parity with retail Qwest DSL
• Loop Splitting NOTE 1	Diagnostic
• Line Sharing	**CO:** Parity with Qwest DSL
	All Other States: Parity with RES and BUS POTS
• Sub-Loop Unbundling	**CO:** Parity with retail ISDN-BRI
	All Other States: Diagnostic
Zone-Type Disaggregation -	
• 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
xDSL-I capable Loop	Parity with retail Qwest IDSL
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 Loops (EELs) – (DS0 level)	Diagnostic
• Enhanced Extended Loops (EELs) – (DS1 level)	Parity with retail DS1 Private Line
• Enhanced Extended Loops (EELs) – (DS3 level)	Diagnostic

EFFECTIVE DATE
JAN 3 0 2005
CASE NO. PU-04-632

MR-6 – Mean Time to Restore (Continued)

Availability:	Notes:
Available	1 Reporting will begin at the time CLECs order the product, in any quantity, for three consecutive months



MR-7 – Repair Repeat Report Rate

Purpose:
Evaluates the accuracy of repair actions, focusing on the number of repeated trouble reports received for the same line/circuit within a specified period (30 calendar days)

Description:
Measures the percentage of trouble reports that are repeated within 30 days on end user lines and circuits

- Includes all trouble reports closed during the reporting period that have a repeated trouble report received within thirty (30) days of the initial 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
- In determining same service Qwest will compare the end user telephone number or circuit access code of the initial trouble reports closed during the reporting period with reports received within 30 days of when the initial trouble report closed
- Includes reports due to Qwest network or system causes, customer-direct and customer-relayed reports
- The 30-day period applied in the numerator of the formula below is from the date and time that the initial trouble report is closed to the date and time that the next, or "repeat" trouble report is received (i e , opened)

Reporting Period: One month, reported in arrears (i e , results first appear in reports one month later than results for measurements that are not reported in arrears), in order to cover the 30-day period following the initial trouble report	**Unit of Measure:** Percent

Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level • Results for product/services listed in Product Reporting under "MSA-Type Disaggregation" will be reported according to trouble reports involving MR-7A Dispatches within MSAs, MR-7B Dispatches outside MSAs, and MR-7C No dispatches • Results for products/services listed in Product Reporting under "Zone-type Disaggregation" will be disaggregated according to trouble reports involving MR-7D In Interval Zone 1 areas, and MR-7E In Interval Zone 2 areas

Formula:
[(Total trouble reports closed within the reporting period that had a repeated trouble report received within 30 calendar days of when the initial trouble report closed) – (Total number of Trouble Reports Closed in the reporting period)] x 100

Exclusions:

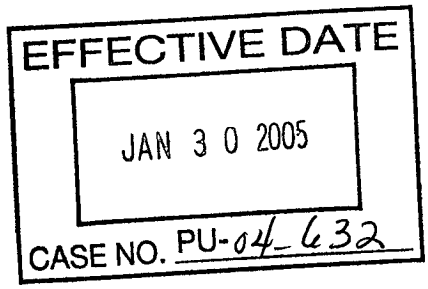
- Trouble reports coded as follows
  - For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports coded to disposition codes for Customer Action, Non-Telco Plant, Trouble Beyond the Network Interface, and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider)
  - 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)
- Subsequent trouble reports of any trouble before the original trouble report is closed
- Information tickets generated for internal Qwest system/network monitoring purposes
- Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete
- Records involving official company services
- Records with invalid trouble receipt dates

MR-7 – Repair Repeat Report Rate (Continued)

• Records with invalid cleared or closed dates • Records with invalid product codes • Records missing data essential to the calculation of the measurement per the PID	
Product Reporting: **MSA-Type Disaggregation -**	**Standards:**
• 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 21)	Parity with retail Centrex 21
• Unbundled Network Element – Platform (UNE-P) (Centrex)	Parity with retail Centrex
• Line Splitting	Parity with Qwest Retail DSL
• Loop Splitting NOTE 1	Diagnostic
• Line Sharing	**AZ & CO:** Parity with Qwest Retail DSL
	All Other States: Diagnostic Comparison with Qwest Retail DSL
• Sub-Loop Unbundling	**CO:** Parity with Retail ISDN-BRI
	All Other States: Diagnostic
Zone-Type Disaggregation -	
• 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
xDSL-I capable Loop	Parity with retail Qwest IDSL
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

MR-7 – Repair Repeat Report Rate (Continued)

• Enhanced Extended Loops (EELs) – (DS0 level)	Diagnostic
• Enhanced Extended Loops (EELs) – (DS1 level)	Parity with retail DS1 Private Line
• Enhanced Extended Loops (EELs) – (DS3 level)	Diagnostic
Availability: Targeted availability with July 2004 results reported in September 2004	**Notes:** 1 Reporting will begin at the time CLECs order the product, in any quantity, for three consecutive months



MR-8 – Trouble Rate

Purpose:
Evaluates the overall rate of trouble reports as a percentage of the total installed base of the service or element

Description:
Measures trouble reports by product and compares them to the number of lines in service

- Includes all trouble reports closed during the reporting period, subject to exclusions specified below
- Includes all applicable trouble reports, including those that are out of service and those that are only service-affecting

Reporting Period: One month	**Unit of Measure** Percent
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting** Statewide level

Formula:
[(Total number of trouble reports closed in the reporting period involving the specified service grouping) – (Total number of the specified services that are in service in the reporting period)] x 100

Exclusions:

- Trouble reports coded as follows
  - 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)
  - For products measured from WFA data trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE)
- Subsequent trouble reports of any trouble before the original trouble report is closed
- Information tickets generated for internal Qwest system/network monitoring purposes
- Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete
- Records involving official company services
- Records with invalid trouble receipt dates
- Records with invalid cleared or closed dates
- Records with invalid product codes
- Records missing data essential to the calculation of the measurement per the PID

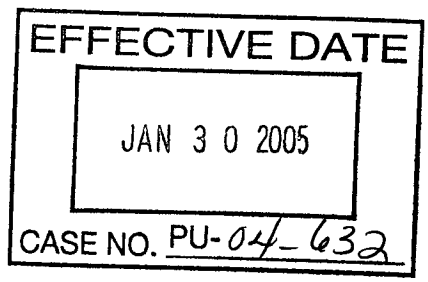
MR-8 – Trouble Rate (continued)

Product Reporting:	Standards:
• 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 21)	Parity with retail Centrex 21
• Unbundled Network Element – Platform(UNE-P) (Centrex)	Parity with retail Centrex
• Line Splitting	Parity with retail Qwest DSL
• Loop Splitting NOTE 1	Diagnostic
• Line Sharing	**CO:** Parity with Qwest DSL
	All Other States: Parity with RES and BUS POTS
• Sub-Loop Unbundling	**CO:** Parity with retail ISDN-BRI
	All Other States: 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
xDSL-I capable Loop	Parity with retail Qwest IDSL
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 Loops (EELs) – (DS0 level)	Diagnostic
• Enhanced Extended Loops (EELs) – (DS1 level)	Parity with retail DS1 Private Line
• Enhanced Extended Loops (EELs) – (DS3 level)	Diagnostic

EFFECTIVE DATE
JAN 20 2005
CASE NO. PU-04-632

MR-8 – Trouble Rate (continued)

Availability:	**Notes:**
Available	1 Reporting will begin at the time CLECs order the product, in any quantity, for three consecutive months



MR-9 – Repair Appointments Met

Purpose:
Evaluates the extent to which Qwest repairs services for Customers by the appointment date and time

Description:
Measures the percentage of trouble reports for which the appointment date and time is met

- Includes all trouble reports closed during the reporting period, subject to exclusions specified below
- Time measured is from date and time that Qwest is first notified of the trouble by CLEC to date and time trouble is cleared

Reporting Period: One month	**Unit of Measure:** Percent

Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** 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

Formula:
[(Total Trouble Reports Cleared by appointment date and time) – (Total Trouble Reports Closed in the Reporting Period)] x 100

Exclusions:

- Trouble reports coded as follows
  - 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)
- Subsequent trouble reports of any trouble before the original trouble report is closed
- Information tickets generated for internal Qwest system/network monitoring purposes
- 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
- Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete
- Records involving official company services
- Records with invalid trouble receipt dates
- Records with invalid cleared or closed dates
- Records with invalid product codes
- Records missing data essential to the calculation of the measurement per the PID

Product Reporting:	**Standard:** Parity
Resale Residential single line service Business single line service Centrex Centrex 21 PBX Trunks Basic ISDN Unbundled Elements – Platform (UNE-P) (POTS)	
Availability: Available	**Notes:**

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

Purpose:
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

Description:
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

- 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) and trouble reports involving a "no access" delay for MSA type disaggregated products
- For products measured from WFA (Workforce Administration) data trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE)

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level

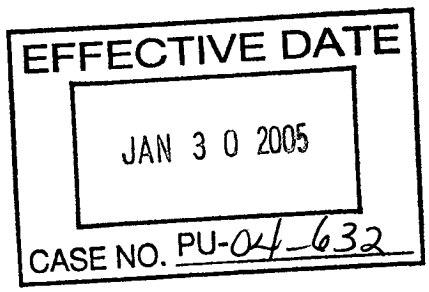
Formula:
[(Number of Trouble Reports coded to disposition codes specified above) – (Total Number of Trouble Reports Closed in the Reporting Period)] x 100

Exclusions:

- Subsequent trouble reports of any trouble before the original trouble report is closed
- Information tickets generated for internal Qwest system/network monitoring purposes
- Records involving official company services
- Records with invalid trouble receipt dates
- Records with invalid cleared or closed dates
- Records with invalid product codes
- Records missing data essential to the calculation of the measurement per the PID
- Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete

MR-10 Customer and Non-Qwest Related Trouble Reports (continued)

Product Reporting:	Standards:
• 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 21)	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
xDSL-I 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
Availability: Available	**Notes:**



MR-11 – LNP Trouble Reports Cleared within 24 Hours

Purpose:
Evaluates timeliness of clearing LNP trouble reports, focusing on the degree to which residence and business, disconnect-related, out-of-service trouble reports are cleared within four business hours and all LNP-related trouble reports are cleared within 48 hours

Description:

MR-11A Measures the percentage of specified LNP-only (i e , not unbundled-loop), residence and business, out-of-service trouble reports that are cleared within four business hours of Qwest receiving these trouble reports from CLECs

- Includes only trouble reports that are received on or before the currently-scheduled due date of the actual LNP-related disconnect time/date, or the next business day, that are confirmed to be caused by disconnects being made before the scheduled time, and that are closed during the reporting period, subject to exclusions specified below

MR-11B Measures the percentage of specified LNP-only trouble reports that are cleared within 48 hours of Qwest receiving these trouble reports from CLECs

- Includes all LNP-only trouble reports, received within four calendar days of the actual LNP-related disconnect date and closed during the reporting period

- The "currently-scheduled due date/time" is the original due date/time established by Qwest in response to CLEC/customer request for disconnection of service ported via LNP or, if CLEC submits to Qwest a timely or untimely request for delay of disconnection, it is the CLEC/customer-requested later date/time
- A request for delay of disconnection is considered timely if received by Qwest before 8 00 p m MT on the due date that Qwest has on record at the time of the request
- A request for delay of disconnection is considered untimely if received by Qwest after 8 00 p m MT on the due date and before 12 00 p m MT (noon) on the day after the due date
- Time measured is from the date and time Qwest receives the trouble report to the date and time trouble is cleared

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC Aggregate and Individual CLEC	**Disaggregation Reporting:** Statewide level (all are "non-dispatched")

Formula:

MR-11A = [(Number of specified out-of-service LNP-only Trouble Reports, for LNP-related troubles confirmed to be caused by disconnects, that Qwest executed before the currently-scheduled due date/time, that were closed in the reporting period and cleared within four business hours) – (Total Number of specified out of service LNP-only Trouble Reports for LNP-related troubles confirmed to be caused by disconnects that Qwest executed before the currently-scheduled due date/time, that were closed in the reporting period)] x 100

MR-11B = [(Number of specified LNP-only Trouble Reports closed in the reporting period that were cleared within 48 hours) – (Total Number of specified LNP-only Trouble Reports closed in the reporting period)] x 100

MR-11 – LNP Trouble Reports Cleared within 24 Hours (Continued)

<table>
<tr><td colspan="2">Exclusions:
• Trouble reports attributed to customer or non-Qwest reasons
• Trouble reports not related to valid requests (LSRs) for LNP and associated disconnects
• Subsequent trouble reports of LNP trouble before the original trouble report is closed
• For MR-11B only Trouble reports involving a "no access" delay
• Information tickets generated for internal Qwest system/network monitoring purposes
• Records involving official company services
• Records with invalid trouble receipt dates
• Records with invalid cleared or closed dates
• Records with invalid product codes
• Records missing data essential to the calculation of the measurement per the PID</td></tr>
<tr><td>Product Reporting: LNP</td><td>Standards:
<u>MR-11A</u>
• If OP-17 result meets its standard, the MR-11A standard is Diagnostic
• If OP-17 result does not meet its standard, the MR-11A standard is as follows
– For 0-20 trouble reports* No more than 1 ticket cleared in > four business hours
– For > 20 trouble reports* The lesser of 95% or Parity with MR-3C results for Retail Residence and Business

<u>MR-11B</u>
• For 0-20 trouble reports** No more than 1 ticket cleared > 48 hours
• For > 20 trouble reports** The lesser of 95% or Parity with MR-4C results for Retail Residence and Business

* Based on MR-11A denominator

** Based on MR-11B denominator</td></tr>
<tr><td>Availability:
Available</td><td>Notes:</td></tr>
</table>

Billing

BI-1 – Time to Provide Recorded Usage Records

Purpose:
Evaluates the timeliness with which Qwest provides recorded daily usage records to CLECs

Description:
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,[NOTE 1] 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

- BI-1C-1 – Measures recorded daily usage for UNEs and Resale and includes industry standard electronically transmitted usage records for feature group switched access,[NOTE 1] subject to exclusions specified below
- 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

Reporting Period: One month	**Unit of Measure:** BI-1A, BI-1C-1, BI-1C-2 Average Business Days BI-1B Percent
Reporting Comparisons: CLEC aggregate, individual CLECs, and Qwest Retail results	**Disaggregation Reporting:** State level

Formula:

BI-1A, BI-1C-1, BI-1C-2 (for specified products & records) = Σ(Date Record Transmitted or made available – Date Usage Recorded) – (Total number of records)

BI-1B = [(# of daily usage records for Jointly provided switched access sent within four days) – (Total daily usage records for Jointly provided switched access in the report period)] x 100

Exclusions:

- Instances where the CLEC requests other than daily usage transmission or availability
- Duplicate records

Product Reporting: • UNEs and Resale • Jointly-provided Switched Access	**Standards:** 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
Availability: Available	**Notes:** 1 "Feature group switched access" includes all type 110XXX detail records for Feature Groups A, B, C, and D

BI-2 – Invoices Delivered within 10 Days

<table>
<tr><td colspan="2">Purpose:
Evaluates the timeliness with which Qwest delivers industry standard electronically transmitted bills to CLECs, focusing on the percent delivered within ten calendar days</td></tr>
<tr><td colspan="2">Description:
Measures the percentage of invoices that are delivered within ten days, based on the number of days between the bill date and bill delivery
• Includes all industry standard electronically transmitted invoices for local exchange services and toll, subject to exclusions specified below</td></tr>
<tr><td>Reporting Period: One month</td><td>Unit of Measure: Percent</td></tr>
<tr><td>Reporting Comparisons: Combined Qwest Retail/CLEC results (Parity by design)</td><td>Disaggregation Reporting: State level</td></tr>
<tr><td colspan="2">Formula:
[(Count of Invoices for which Bill Transmission Date to Bill Date is ten calendar days or less) – (Total Number of Invoices)] x 100</td></tr>
<tr><td colspan="2">Exclusions:
• Bills transmitted via paper, magnetic tape, CD-ROM, diskette
• Records with missing data essential to the calculation of the measurement per the PID</td></tr>
<tr><td>Product Reporting:
• UNEs and Resale</td><td>Standard:
Parity by design</td></tr>
<tr><td>Availability:
Available</td><td>Notes:</td></tr>
</table>

BI-3 – Billing Accuracy – Adjustments for Errors

<table>
<tr><td colspan="2">Purpose:
Evaluates the accuracy with which Qwest bills CLECs, focusing on the percentage of billed revenue adjusted due to errors</td></tr>
<tr><td colspan="2">Description:
Measures the billed revenue minus amounts adjusted off bills due to errors, as a percentage of total billed revenue
• Both the billed revenue and amounts adjusted off bills due to error are calculated from bills rendered in the reporting period
• "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)</td></tr>
<tr><td>Reporting Period: One month</td><td>Unit of Measure: Percent</td></tr>
<tr><td>Reporting Comparisons: CLEC aggregate, individual CLECs, and Qwest Retail results</td><td>Disaggregation Reporting: State level</td></tr>
<tr><td colspan="2">Formula:
[∑(Total Billed Revenue Billed in Reporting Period - Amounts Adjusted Off Bills Due to Errors) – (Total Billed Revenue billed in Reporting Period)] x 100</td></tr>
<tr><td colspan="2">Exclusions:
• BI-3A - UNEs and Resale – None
• BI-3B - Reciprocal Compensation Minutes of Use – Billing adjustments as a result of CLEC-caused errors in return of minutes of use</td></tr>
<tr><td>Product Reporting:
• BI-3A - UNEs and Resale
• BI-3B - Reciprocal Compensation Minutes of Use (MOU)</td><td>Standards:
• BI-3A – UNEs and Resale Parity with Qwest retail bills
• BI-3B – Reciprocal Compensation (MOU) – 95%</td></tr>
<tr><td>Availability:
Available</td><td>Notes:</td></tr>
</table>

BI-4 – Billing Completeness

Purpose:

- UNEs and Resale – Evaluates the completeness with which Qwest reflects non-recurring and recurring charges associated with completed service orders on the bills
- 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

Description:

BI-4A – UNEs and Resale Measures the percentage of non-recurring and recurring charges associated with completed service orders appear on the correct bill *

BI-4B – Reciprocal Compensation (MOU) Measures the percentage of revenue associated with local minutes of use appearing on the correct (current) bill *

* Correct bill = next available bill

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate, individual CLECs, and Qwest Retail results	**Disaggregation Reporting:** Statewide level

Formula:

BI-4A – UNEs and Resale = [Σ(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 – total count of service orders with non-recurring and recurring charges associated with completed service orders billed on the bill)] x 100

BI-4B – Reciprocal Compensation MOU = [Σ(Revenue for Local Minutes of Use billed on the correct* bill – Total revenue for Local Minutes of Use collected during the month)] x 100

Exclusions: None

Product Reporting:	**Standards:**
• UNEs and Resale • Reciprocal Compensation (MOU)	**BI-4A** - UNEs and Resale Parity with Qwest Retail bills **BI-4B** - Reciprocal Compensation (MOU) 95%
Availability: Available	**Notes:**

Database Updates

DB-1 – Time to Update Databases

Purpose:
Evaluates the time required for updates to the databases of E911, LIDB, and Directory Builder

Description:

- Measures the average time required to update the databases of E911, LIDB, and Directory Builder
- Includes all database updates as specified under Disaggregation Reporting completed during the reporting period
- 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
- 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

Reporting Period: One month	**Unit of Measure:** E911 – Hrs Mins LIDB & Directory Listings – Seconds
Reporting Comparisons: 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 NOTE 1	**Disaggregation Reporting:** 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

Formula:
Σ[(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

Exclusion:

- Invalid start/stop dates/times

DB-1 – Time to Update Databases (continued)

Product Reporting:	**Standards:**
Not applicable (Reported by database type)	DB-1A-E911 Parity by design DB-1B-LIDB Parity by design DB-1C-1 - Listings Parity by design
Availability:	**Notes:**
Available	1 Because they cannot be separated, results for Qwest Retail, Reseller CLEC, Facilities-based CLECs, ILEC and Unknown Provider updates are reported combined within these disaggregations

DB-2 – Accurate Database Updates

<table>
<tr><td colspan="3">Purpose:
Evaluates the accuracy of database updates completed without errors in the reporting period</td></tr>
<tr><td colspan="3">Description:
• Measures the percentage of database updates completed without errors in the reporting period
• Includes all database updates as specified under Disaggregation Reporting completed during the reporting period</td></tr>
<tr><td colspan="2">Reporting Period: One month</td><td>Unit of Measure: Percent</td></tr>
<tr><td colspan="2">Reporting Comparisons:
DB-2C-1 Listings – Combined results for all Qwest Retail, Reseller CLEC and Facilities-Based CLEC Electronically Submitted, Electronically Processed updates</td><td>Disaggregation Reporting:
DB-2C-1, Listings for Qwest Retail, Reseller CLEC, and Facilities-Based CLEC Electronically Submitted, Electronically Processed updates Statewide</td></tr>
<tr><td colspan="3">Formula:
[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</td></tr>
<tr><td colspan="3">Exclusions:
Invalid start/stop dates/times</td></tr>
<tr><td colspan="2">Product Reporting:
Not applicable (Reported by database type)</td><td>Standards:
DB-2C-1 – Listings Parity by design NOTE 1</td></tr>
<tr><td>Availability:
Available</td><td colspan="2">Notes:
1 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</td></tr>
</table>

Directory Assistance

DA-1 – Speed of Answer – Directory Assistance

<table>
<tr><td colspan="2">Purpose:
Evaluates timeliness of customer access to Qwest's Directory Assistance operators, focusing on how long it takes for calls to be answered</td></tr>
<tr><td colspan="2">Description:
Measures the average time following first ring until a call is first picked up by the Qwest agent/system to answer Directory Assistance calls
• Includes all calls to Qwest directory assistance during the reporting period
• 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
• 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
• 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</td></tr>
<tr><td>Reporting Period: One month</td><td>Unit of Measure: Seconds</td></tr>
<tr><td>Reporting Comparisons: Results for Qwest and all CLECs are combined</td><td>Disaggregation Reporting:
Sub-region applicable to state</td></tr>
<tr><td colspan="2">Formula:
Σ[(Date and Time of Call Answer) – (Date and Time of First Ring)] – (Total Calls Answered by Center)</td></tr>
<tr><td colspan="2">Exclusions: Abandoned Calls are not included in the total number of calls answered by the center</td></tr>
<tr><td>Product Reporting: None</td><td>Standard: Parity by design</td></tr>
<tr><td>Availability:
Available</td><td>Notes:</td></tr>
</table>

Operator Services

OS-1 – Speed of Answer – Operator Services

<table>
<tr><td colspan="2">Purpose:
Evaluates timeliness of customer access to Qwest's operators, focusing on how long it takes for calls to be answered</td></tr>
<tr><td colspan="2">Description:
Measures the time following first ring until a call is answered by the Qwest agent
• Includes all calls to Qwest's operator services during the reporting period, subject to exclusions specified below
• 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
• 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</td></tr>
<tr><td>Reporting Period: One month</td><td>Unit of Measure: Seconds</td></tr>
<tr><td>Reporting Comparisons: Qwest and all CLECs are aggregated in a single measure</td><td>Disaggregation Reporting:
Sub-region applicable to state</td></tr>
<tr><td colspan="2">Formula:
Σ[(Date and Time of Call Answer) – (Date and Time of First Ring)] – (Total Calls Answered by Center)</td></tr>
<tr><td colspan="2">Exclusions: Abandoned Calls are not included in the total number of calls answered by the center</td></tr>
<tr><td>Product Reporting: None</td><td>Standard: Parity by design</td></tr>
<tr><td>Availability:
Available</td><td>Notes:</td></tr>
</table>

Network Performance

NI-1 – Trunk Blocking

Purpose:
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

Description:
Measures the percentage of trunks blocking in interconnection and interoffice final trunks

- 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

Reporting Period: One month	**Unit of Measure:** Percent Blockage

Reporting Comparisons:	**Disaggregation Reporting:** Statewide level
CLEC aggregate, individual CLEC, and Qwest Interoffice trunk blocking results	Reports the percentage of trunks blocking in interconnection final trunks, reported by NI-1A Interconnection (LIS) trunks to Qwest tandem offices, with TGSR-related exclusions applied as specified below, NI-1B LIS trunks to Qwest end offices, with TGSR-related exclusions applied as specified below, NI-1C LIS trunks to Qwest tandem offices, without TGSR-related exclusions, NI-1D LIS trunks to other Qwest end offices, without TGSR-related exclusions

Formula:
{[Σ(Blockage in Final Trunk Group of Specified Type)x(Number of Circuits in Trunk Group)] – (Total Number of Final Trunk Circuits in all Final Trunk Groups)} x 100

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

Exclusions:
For NI-1A and NI-1B only

- Trunk groups, blocking in excess of one percent in the reporting period, for which
  - A Trunk Group Service Request (TGSR) [NOTES 1 & 2] has been issued in the reporting period, or
  - CLECs do not submit, within 20 calendar days of receiving a TGSR
    a) Responsive ASRs (or have ASRs pending that are delayed for CLEC reasons [NOTE 3]),
    b) Trouble Reports, or
    c) Notification of traffic re-routing (as described in Note 1 below)

For NI-1A, NI-1B, NI-1C, and NI-1D

- 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
  - Trunk group out-of-service conditions arising from cable cuts, severe weather, or force majeure circumstances,
  - The CLEC placing trunks in a "busy" condition,
  - 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 [NOTE 4]), or
  - 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

NI-1 – Trunk Blocking (Continued)

- Trunk groups recently activated that have not been in service for a full "20-high-day, busy hour" review period
- Toll trunks, non-final trunks, and trunks that are not connected to the public switched network
- One-way trunks originating at CLEC end offices
- Qwest official services trunks, local interoffice operator and directory assistance trunks, and local interoffice 911/E911 trunks
- Records with invalid product codes
- Records missing data essential to the calculation of the measurement per the PID

Product Reporting:	**Standards:**	
LIS Trunks	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 [NOTE 5]

Availability:
Available

Notes:

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

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

3 CLEC delays are reflected by CLEC-initiated order supplements that move the due date later
   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
   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
   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

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
   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
   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
   c) This limitation may change depending on the outcome of separate workshops dealing with issues of interconnection forecasting

5 NI-1C and NI-1D will be reported for information purposes only, with no standard to be applied

NP-1 – NXX Code Activation

Purpose:
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

Description:

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" [NOTE 1] associated with the Qwest interconnection facilities are provided late by Qwest to the CLEC

- 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
- 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
- The NXX code activation notice is provided by the LERG (Local Exchange Routing Guide) to Qwest
- 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)
- The NXX code activation completion process includes testing, including calls to the test number when provided

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide

Formula:

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

Exclusions:

NP-1A

- 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 [NOTE 2]

NP-1A and NP-1B

- NXX codes with LERG dates or "revised" dates resulting in loading intervals shorter than industry standard (currently 45 calendar days)

- 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

NP-1 – NXX Code Activation (continued)

Product Reporting: None	**Standards:** NP-1A Parity NP-1B Diagnostic
Availability: Available	**Notes:** 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

Purpose:
Evaluates the timeliness of Qwest's installation of collocation arrangements for CLECs, focusing on the average time to complete such arrangements

Description:
Measures the interval between the Collocation Application Date and Qwest's completion of the collocation installation

- 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
- Collocation types included are physical cageless, physical caged, shared physical caged, physical-line sharing, cageless-line sharing, and virtual NOTE 1
- 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 include conditioning the collocation space, obtaining permits, and installing DC power plant, standby generators, heating, venting or air conditioning equipment
- 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
- Establishment of RFS Dates 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
  - **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 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 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

CP-1 – Collocation Completion Interval (continued)

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 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
- **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 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
- 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
- Where there is a CLEC-caused delay, the RFS Date is rescheduled

- RFS dates may be extended beyond the above intervals for CLEC reasons, or for reasons beyond Qwest's control, but not for Qwest reasons
- Where CLECs do not accept the quote within thirty days of the quote date, the application is considered expired

CP-1A Measures collocation installations for which the scheduled interval from Collocation Application Date to RFS date is 90 calendar days or less

CP-1B Measures collocation installations for which the scheduled interval from Collocation Application Date to RFS date is 91 to 120 calendar days

CP-1C Measures collocation installations for which the scheduled interval from Collocation Application Date to RFS date is 121 to 150 calendar days

Reporting Period: One month	**Unit of Measure:** Calendar Days
Reporting Comparisons: CLEC aggregate and individual CLEC results	**Disaggregation Reporting:** Statewide

Formula: (for CP-1A, CP-1B and CP-1C)
Σ[(Collocation Completion Date) – (Complete Application Date)] – (Total Number of Collocations Completed in Reporting Period)

CP-1 – Collocation Completion Interval (continued)

<table>
<tr><td colspan="2">Exclusions:
• CP-1A CLEC collocation applications with RFS dates yielding scheduled intervals longer than 90 calendar days from Collocation Application Date to RFS date
• 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
• 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

• Cancelled or expired applications</td></tr>
<tr><td>Product Reporting: None</td><td>Standards:
CP-1A 90 calendar days
CP-1B 120 calendar days
CP-1C 150 calendar days</td></tr>
<tr><td>Availability:
Available</td><td>Notes:
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)</td></tr>
</table>

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 Date 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 [NOTE 1]
- 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
  - **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

CP-2 – Collocations Completed within Scheduled Intervals (continued)

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 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
- **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 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
- 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
- Where there is a CLEC-caused delay, the RFS Date is rescheduled

- Where CLECs do not accept the quote within thirty calendar days of the quote date, the application is considered expired

CP-2A **Forecasted Collocations** Measures collocation installations for which CLEC provides a forecast to Qwest 60 or more calendar days in advance of the Collocation Application Date

CP-2B **Non-Forecasted and Late Forecasted Collocations** 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

CP-2C **All Collocations requiring Major Infrastructure Modifications and Collocations with intervals longer than 120 days** 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

Reporting Period: One month	**Unit of Measure** Percent
Reporting Comparisons: CLEC aggregate and individual CLEC results	**Disaggregation Reporting:** Statewide level

Formula: (for CP-2A, CP-2B and CP-2C)
[(Count of Collocations for which the RFS is met) – (Total Number of Collocations Completed in the Reporting Period)] x 100

Exclusions:
- RFS dates missed for reasons beyond Qwest's control
- Cancelled or expired requests

Product Reporting: None	**Standards:** CP-2A & -2B 90% CP-2C 90%

CP-2 – Collocations Completed within Scheduled Intervals (continued)

Availability:	**Notes:**
Available	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)

CP-3 – Collocation Feasibility Study Interval

Purpose:
Evaluates the timeliness of the Qwest sub-process function of providing a collocation feasibility study to the CLEC

Description:
Measures average interval to respond to collocation studies for feasibility of installation

- 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 [NOTE 1]
- Interval begins with the Collocation Application Date and ends with the date Qwest completes the Feasibility Study and provides it to the CLEC
- 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

Reporting Period: One month	**Unit of Measure:** Calendar Days
Reporting Comparisons: CLEC aggregate and individual CLEC results	**Disaggregation Reporting:** Statewide level

Formula:
Σ[(Date Feasibility Study provided to CLEC) – (Date Qwest receives CLEC request for Feasibility Study)] – (Total Feasibility Studies Completed in the Reporting Period)

Exclusions:

- 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

Product Reporting: None	**Standard:** 10 calendar days or less

Availability:	**Notes:**
Available	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)

CP-4 – Collocation Feasibility Study Commitments Met

Purpose:
Evaluates the degree that Qwest completes the sub-process function of providing a collocation feasibility study to the CLEC as committed

Description:
Measures the percentage of collocation feasibility studies for installations that are completed within the Scheduled Interval

- 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
- 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 [NOTE 1]
- Considers the interval from the Collocation Application Date to the date Qwest completes the Feasibility Study and provides it to the CLEC
- 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
- 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

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate and individual CLEC results	**Disaggregation Reporting:** Statewide level

Formula:
[(Total Applicable Collocation Feasibility studies completed within Scheduled Intervals) – (Total applicable Collocation Feasibility studies completed in the reporting period)] x 100

Exclusions: None

Product Reporting: None	**Standard:** 90 percent or more

Availability: Available	**Notes:** 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 4th, 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.

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 all orders for new or additional lines/circuits For change order types, additional lines/circuits consist of all C orders with "I" and "T" action coded line/circuit USOCs that represent new or additional lines/circuits, 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

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 "

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 dial tone)

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

GLOSSARY OF ACRONYMS

ACRONYM	DESCRIPTION
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 Loops
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

ACRONYM	DESCRIPTION
OOS	Out of service (type of trouble condition)
OSS	Operations Support Systems
PBX	Private Branch Exchange
PON	Purchase Order Number
POTS	Plain Old Telephone Service
PRI	Primary Rate Interface (type of ISDN service)
RFS	Ready for Service (refers to collocation installations)
SIA	SAAFE (Strategic Application Architecture Framework and Environment) Information Access
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)

APPENDIX A

PO-20 Feature Detail Fields

Feature Detail

Resale and UNE-P (POTS and Centrex 21):

CFN
Validate the call forwarding TN

CFNB
Validate the call forwarding TN

CFND
Validate the call forwarding TN

RCYC
FID associated with a call forwarding don't answer USOC that determines how many rings before the call forwards to the TN provided with the CFN or CFND FIDs

HLN (HLA Hot Line)
FID associated with the USOC HLA (which is on our USOC list to validate) The Hot Line feature call forwards automatically to a pre-programmed number This TN is provided following the HLN FID The data provided in the Feature Detail section on the LSR will be validated against the HLN FID on the service order to determine whether the FID is present and the TN provided on the LSR with the FID is correct on the service order

LINK (HME CALL FORWARDING TO CELLULAR)
FID associated with the USOC HME (which is on our USOC list to validate) The HME feature call forwards a call from the landline telephone number to a cellular telephone number The LINK FID, along with the PCS telephone number provided in the Feature Detail section on the LSR, will be validated against the LINK FID on the service order to determine whether the FID is present and the telephone number provided on the LSR matches the telephone number on the service order

DES on DID MBB
If the CLEC requests a DID voice mailbox the DID number will follow the FID DES on the LSR in the Feature Detail section and on the service order The DES FID along with the DID telephone number provided in the Feature Detail section on the LSR will be validated against the DES FID on the service order to determine whether the FID is present and the DID telephone number provided on the matches the telephone number on the service order

TN on Custom Ring USOC (RGG1A etc.)
We currently have 9 custom ring USOCs on our PO-20 USOC list Along with the custom ring USOC is the TN FID The TN FID along with the custom ring telephone number provided in the Feature Detail section on the LSR will be validated against the TN FID on the service order to determine whether the FID is present and the custom ring telephone provided on the LSR with the FID is correct on the service order (The validation would only apply if the USOC and FID were present in the Feature Detail section of the LSR)

CAS (If provided on LSR for SEA)
Call Screening Code Assignment is a FID associated with the selective class of call feature (which is on our USOC list to validate) Along with the CAS FID is a two-digit number that indicates what type of screening is being requested The CAS FID along with a two-digit number is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the two-digit number matches the two-digit number provided on the LSR

WW (if provided on LSR for TFM)
Working With is a FID associated with the transfer mailbox feature (which is on our USOC list to validate) Along with the WW FID is a ten-digit number that indicates where the voice mailbox is located The WW FID along with the ten-digit number is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the ten-digit number matches the ten-digit number provided on the LSR

MBOA (if provided on LSR for VFN)
Mailbox out-dial notification is a FID associated with the message notification feature (which is on our USOC list to validate) Along with the MBOA FID is a two-digit alphanumeric combination that indicates where the notification will be sent (i e , identifies pager type) The MBOA FID along with the two-digit alphanumeric combination is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the two-digit alphanumeric matches the two-digit alphanumeric provided on the LSR

DES on VGT (if provided on LSR)
Description is a FID associated with the scheduled greeting feature (which is on our USOC list to validate) Along with the DES FID is a ten-digit telephone number that reflects the DID mailbox number The DES FID along with the ten-digit telephone number is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the ten-digit telephone number matches the ten-digit telephone number provided on the LSR

WLT (WLS Warm Line)
Warm line timeout is a FID associated with the warm line feature Along with the WLT FID is a one or two numeric value that indicates the number of seconds that must elapse before the DMS-100 switch sets up the connection for a warm line service number The WLT FID along with the one or two numeric value is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the one or two numeric value matches the one or two numeric value provided on the LSR

FIDs associated with WFA (800 service line feature which is on our USOC list to validate):

SIT (if provided on LSR for WFA)
Special identifying telephone number is a FID associated with the 800 service line feature Along with the SIT FID is a ten-digit telephone number that reflects the 800, 888, 877, or 866 service line feature The SIT FID along with the ten-digit telephone number is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the ten-digit telephone number matches the ten-digit telephone number provided on the LSR

SIS (if provided on LSR for WFA)
Special Identifying Telephone Number Supplemental is a FID associated with the 800 service line feature The SIS FID along with a one-digit number is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the one-digit number matches the one-digit number provided on the LSR

ELN (if provided on LSR for WFA)
800 Service listed name is a FID associated with the 800 service line feature Along with the ELN FID is a listed name, which follows the format of a business name The ELN FID along with the name is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the name matches the name provided on the LSR

ELA (if provided on LSR for WFA)
800 listed address is a FID associated with the 800 service line feature Along with the ELA FID is an address, which follows the format of a listed address plus LATA, State, and ZIP code The ELA FID along with the address is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the address matches the address provided on the LSR

AOS (if provided on LSR for WFA)
Area of service is a FID associated with the 800 service line feature Along with the AOS FID are one to two alphanumeric characters and three numeric characters which represents LATA and AC of the address The AOS FID along with the additional characters are provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the additional characters match the additional characters provided on the LSR

ALC (if provided on LSR for WFA)
IntraLATA carrier is a FID associated with the 800 service line feature It indicates the IntraLATA carrier for the 800 service Along with the ALC FID is the three-digit code (OTC) for the IntraLATA carrier The ALC FID along with the three-digit code is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the three-digit code matches the three-digit code provided on the LSR

Resale and UNE-P Centrex 21

FIDs associated with SO3, SO5, SFB, C2TAX (Electronic Business Set USOCs which are on our USOC list to validate):

KEY (If provided on LSR for Electronic Business Set EBS USOCs)
Key Designation (KEY number) is a FID associated with the Electronic Business Set feature Along with the KEY FID is a numeric value that indicates the key designated for different features or lines on the EBS The KEY FID along with the numeric value is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the numeric value matches the numeric value provided on the LSR

MADN (If provided on LSR for Electronic Business Set EBS USOCs)
Multiple Appearance Directory Number Call Arrangement is a FID associated with the Electronic Business Set feature Along with the MADN FID is a set of alpha values that indicate the type, appearance and ring status desired for different features or lines on the EBS The KEY FID along with the alpha values is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the alpha values match the alpha values provided on the LSR

ROL (If provided on LSR for Electronic Business Set EBS USOCs)
Ring On Line is a FID associated with the Electronic Business Set feature Along with the ROL FID is an alpha value that indicates if the line will ring (Y or N) The ROL FID along with the alpha value is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the alpha value matches the alpha value provided on the LSR

TTYD (If provided on LSR for C2TAX)
Terminal Type is a FID associated with the adjunct module feature Along with the TTYD FID is a 4 character alpha value based on customer equipment The TTYD FID along with the 4 character alpha value is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the 4 character alpha value matches the 4 character alpha value provided on the LSR

FIDs associated with E3PPK (CALL PICK-UP feature which is on our USOC list to validate):

CPG (If provided on LSR for E3PPK)
Call Pickup Group is a FID associated with the CALL PICK-UP feature Along with the CPG FID is a 1-3 digit numeric value that identifies the call pickup group The CPG FID along with the 1-3 digit numeric value is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the 1-3 digit numeric value matches the 1-3 digit numeric value provided on the LSR

CPUO (If provided on LSR for E3PPK)
Call Pickup-Originating is a FID associated with the CALL PICK-UP feature Along with the CPUO FID is an alphanumeric value that identifies the call pickup group The CPUO FID along with the alphanumeric value is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the alphanumeric value matches alphanumeric value provided on the LSR

CPUT (If provided on LSR for E3PPK)
Call Pickup-Terminating is a FID associated with the CALL PICK-UP feature Along with the CPUT FID is an alphanumeric value that identifies the call pickup group The CPUT FID along with the alphanumeric value is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the alphanumeric value matches alphanumeric value provided on the LSR

FIDs associated with GVJ, EZJ, GVZ, GV2, EVH, GVV (Speed Call feature USOCs that are on our USOC list to validate):

SCG (If provided on LSR for Speed call USOCs)
Speed Call Group is a FID associated with the Speed call feature Along with the SCG FID is a 7 digit numeric value that identifies the controller of the group The SCG FID along with the 7 digit numeric value is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the 7 digit numeric value matches 7 digit numeric value provided on the LSR

CSL (If provided on LSR for Speed call USOCs)
Change Speed Calling Group List is a FID associated with the Speed call feature Along with the CSL FID is a 2 digit numeric value that identifies the size of the group list The SCG FID along with the 7 digit numeric value is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the 2 digit numeric value matches 2 digit numeric value provided on the LSR

SCF (If provided on LSR for Speed call USOCs)
Speed Calling Feature Name is a FID associated with the Speed call feature Along with the SCF FID is an alphanumeric value that identifies the controller of the shared list The SCF FID along with the alphanumeric value is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the alphanumeric value matches alphanumeric value provided on the LSR

Service Performance Indicator Definitions (PID)

14-State 271 PID Version ~~7.1~~8.0~~8~~.1

QWEST'S SERVICE PERFORMANCE INDICATOR DEFINITIONS (PID)

14-State 271 PID Version ~~7.1~~8.0~~8~~.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

The definitions in this version of the PID apply in the 14 states of Qwest's local service region Arizona, Colorado, Idaho, Iowa, Minnesota, Montana, Nebraska, New Mexico, North Dakota, Oregon, South Dakota, Utah, Washington and Wyoming Individual state Performance Assurance Plans may specify and apply state specific variations from the Performance Measure definitions and/or standards contained herein

Qwest's Service Performance Indicator Definitions

Table of Contents

Table of Contents (continued)

Electronic Gateway Availability

GA-1 – Gateway Availability – IMA-GUI

Purpose:
Evaluates the quality of CLEC access to the IMA-GUI electronic gateway and one associated system, focusing on the extent they are actually available to CLECs

Description:

GA-1A Measures the availability of the IMA-GUI (Interconnect Mediated Access- Graphical User Interface), and reports the percentage of Scheduled Availability Time the IMA-GUI interface is available for view and/or input

- Scheduled Up Time hours for preorder, order, and provisioning transactions are based on the currently published hours of availability found on the following website http //www qwest com/wholesale/cmp/ossHours html

GA-1D Measures the availability of the SIA 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 SIA system is available Scheduled availability times will be no less than the same hours as listed for IMA-GUI and IMA-EDI

- Time Gateway is Available to CLECs is equal to Scheduled Availability Time minus Outage Time
- Scheduled Availability Time is equal to Scheduled Up Time minus Scheduled Down Time
- 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
- An outage is a critical or serious loss of functionality, attributable to the specified gateway or component (i e , IMA-GUI, SIA), 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

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate results	**Disaggregation Reporting:** Region-wide level Results will be reported as follows GA-1A IMA Graphical User Interface Gateway GA-1D SIA system

Formula:
([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

Exclusions: None

Product Reporting: None	**Standard:** 99 25 percent
Availability: Available	**Notes:**

GA-2 – Gateway Availability – IMA-EDI

Purpose:

Evaluates the quality of CLEC access to the IMA-EDI electronic gateway, focusing on the extent the gateway is actually available to CLECs

Description:

Measures the availability of IMA-EDI (Interconnect Mediated Access - Electronic Data Interchange) interface and reports the percentage of scheduled availability time the IMA-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

- Scheduled Up Time hours for IMA-EDI based on the currently published hours of availability found on the following website http //www qwest com/wholesale/cmp/ossHours html Time Gateway is Available to CLECs is equal to Scheduled Availability Time minus Outage Time
- Scheduled Availability Time is equal to Scheduled Up Time minus Scheduled Down Time
- 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
- 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

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate results	**Disaggregation Reporting:** Region-wide level (See GA-1D for reporting of SIA system availability)

Formula:

([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

Exclusions: None

Product Reporting: None	**Standard:** 99 25 percent
Availability: Available	**Notes:**

GA-3 – Gateway Availability – EB-TA

Purpose:
Evaluates the quality of CLEC access to the EB-TA interface, focusing on the extent the gateway is actually available to CLECs

Description:
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

- Scheduled Up Time hours are based on the currently published hours of availability found on the following website http //www qwest com/wholesale/cmp/ossHours html
- Time Gateway is Available to CLECs is equal to Scheduled Availability Time minus Outage Time
- Scheduled Availability Time is equal to Scheduled Up Time minus Scheduled Down Time
- 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
- 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

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate results	**Disaggregation Reporting:** Region-wide level

Formula:
([Number of Hours and Minutes Gateway is Available to CLECs During Reporting Period] – [Number of Hours and Minutes of Scheduled Availability During Reporting Period]) x 100

Exclusions: None

Product Reporting: None	**Standard:** 99 25 percent
Availability: Available	**Notes:**

GA-4 – System Availability – EXACT

Purpose:
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

Description:
Measures the availability of EXACT system and reports the percentage of scheduled availability time the EXACT system is available

- Scheduled Up Time hours are based on the currently published hours of availability found on the following website http //www qwest com/wholesale/cmp/ossHours html
- Time System is Available to CLECs is equal to Scheduled Availability Time minus Outage Time
- Scheduled Availability Time is equal to Scheduled Up Time minus Scheduled Down Time
- 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
- 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

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate results	**Disaggregation Reporting:** Region-wide level

Formula:
([Number of Hours and Minutes EXACT is Available to CLECs During Reporting Period] – [Number of Hours and Minutes of Scheduled Availability During Reporting Period]) x 100

Exclusions: None

Product Reporting: None	**Standard:** 99 25 percent
Availability: Available	**Notes:**

GA-6 – Gateway Availability – GUI -- Repair

Purpose:

Evaluates the quality of CLEC access to the GUI Repair electronic gateway, focusing on the extent the gateway is actually available to CLECs

Description:

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

- Scheduled Up Time" hours are based on the currently published hours of availability found on the following website http //www qwest com/wholesale/cmp/ossHours html
- Time Gateway is Available to CLECs is equal to Scheduled Availability Time minus Outage Time
- Scheduled Availability Time is equal to Scheduled Up Time minus Scheduled Down Time
- 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
- 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

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate results	**Disaggregation Reporting:** Region-wide level

Formula:

[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

Exclusions: None

Product Reporting: None	**Standard:** 99 25 percent
Availability: Available	**Notes:**

GA-7 – Timely Outage Resolution following Software Releases

Purpose:
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

Description:

- 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 [NOTE 1] within 48 hours of detection by the Qwest monitoring group or reporting by a CLEC/co-provider
- Includes software releases associated with the following OSS interfaces in Qwest IMA-GUI, IMA-EDI, and CEMR, Exchange Access, Control, & Tracking (EXACT)[NOTE 2], Electronic Bonding– Trouble Administration (EB -TA) [NOTE 3]
- 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 [NOTE 4] 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
- 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

Reporting Period: Monthly	**Unit of Measure:** Percent
Reporting Comparisons: CLEC Aggregate	**Disaggregation Reporting:** Region-wide level

Formula:
[(Total outages detected within two weeks of a Software Release that are resolved within 48 hours of the time Qwest detects the outage) – (Total number of outages detected within two weeks of Software Releases resolved in the Reporting Period)] x 100

Exclusions

- Outages in releases prior to any CLEC migrating to the release
- Duplicate reports attributable to the same software defect

Product Reporting: None	**Standards:** Volume = 1-20 1 miss Volume > 20 95%

Availability:	**Notes:**
Available	1 "Resolved" means that service is restored to the reporting CLEC, as experienced by the CLEC 2 EXACT is a Telecordia system Only releases for changes initiated by Qwest for hardware or connectivity will be included in this measurement 3 Outages reported under EB-TA are the same as outages in MEDIACC 4 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)

Pre-Order/Order

PO-1 – Pre-Order/Order Response Times

Purpose:
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

Description:
PO-1A & PO-1B
Measures the time interval between query and response for specified pre-order/order transactions through the electronic interface

- 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
- 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
- A query is an individual request for the specified type of information

PO-1C

- Measures the percentage of all IRTM Queries measured by PO-1A & 1B transmitted in the reporting period that timeout before receiving a response

PO-1D

- 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 [NOTE 1]

Reporting Period: One month	**Unit of Measure:** PO-1A, PO-1B, & PO-1D Seconds PO-1C Percent

PO-1 – Pre-Order/Order Response Times (continued)

Reporting Comparisons: CLEC aggregate	**Disaggregation Reporting:** Region-wide level Results are reported as follows PO-1A Pre-Order/Order Response Time for IMA-GUI PO-1B Pre-Order/Order Response Time for IMA-EDI Results are reported separately for each of the following transaction types NOTE 2 1 Appointment Scheduling (Due Date Reservation, where appointment is required) 2 Service Availability Information 3 Facility Availability 4 Street Address Validation 5 Customer Service Records 6 Telephone Number 7 Loop Qualification Tools NOTE 3 8 Resale of Qwest DSL Qualification 9 Connecting Facility Assignment NOTE 4 10 Meet Point Inquiry NOTE 5 For PO-1A (transactions via IMA-GUI), 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 For PO-1A 6, Telephone Number, a third part (c) accept screen, will be reported For PO-1B (transactions via IMA-EDI), request/response will be reported as a combined number PO-1C Results for PO-1C will be reported according to the gateway interface used 1 Percent of Preorder Transactions that Timeout IMA-GUI 2 Percent of Preorder Transactions that Timeout IMA-EDI PO-1D Results for PO-1D will be reported according to the gateway interface used 1 Rejected Response Times for IMA-GUI 2 Rejected Response Times for IMA-EDI
Formula: PO-1A & PO-1B = Σ[(Query Response Date & Time) – (Query Submission Date & Time)] – (Number of Queries Submitted in Reporting Period) PO-1C = [(Number of IRTM Queries measured by PO-1A & 1B that Timeout before receiving response) – (Number of IRTM Queries Transmitted in Reporting Period)] x 100 PO-1D = Σ[(Rejected Query Response Date & Time) – (Query Submission Date & Time)] – (Number of Rejected Query Transactions Simulated by IRTM)	
Exclusions: PO-1A & PO-1B • Rejected requests/errors, and timed out transactions PO-1C • Rejected requests and errors PO-1D • Timed out transactions	

PO-1 – Pre-Order/Order Response Times (continued)

Product Reporting: None	**Standards:** Total Response Time	IMA-GUI	IMA-EDI
	1 Appointment Scheduling	<10 seconds	<10 seconds
	2 Service Availability Information	<25 seconds	<25 seconds
	3 Facility Availability	<25 seconds[6]	<25 seconds[6]
	4 Street Address Validation	<10 seconds	<10 seconds
	5 Customer Service Records	<12 5 seconds[6]	<12 5 seconds[6]
	6 Telephone Number	<10 seconds	<10 seconds
	7 Loop Qualification Tools NOTE 3	≤ 20 seconds[7]	≤ 20 seconds
	8 Resale of Qwest DSL Qualification	≤ 20 seconds[7]	≤ 20 seconds
	9 Connecting Facility Assignment	≤ 25 seconds	≤ 25 seconds
	10 Meet Point Inquiry	≤ 30 seconds	≤ 30 seconds
	PO-1C-1	0 5%	
	PO-1C-2	0 5%	
	PO-1D-1 & 2	Diagnostic	

Availability:	**Notes:**
Available	1 Rejected query types used in PO-1D are those developed for internal Qwest diagnostic purposes 2 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 3 Results based on a weighted combination of ADSL Loop Qualification and Raw Loop Data Tool 4 Results based on Connecting Facility Assignment by Unit Query 5 Results based on meet Point Query, POTS Splitter option for Shared loops 6 Times reflect non-complex services, including residential, simple business, or POTS account Does not include ADSL or accounts>25 lines 7 Benchmark applies to response time only Request time and Total time will also be reported

PO-2 – Electronic Flow-through

Purpose:
Monitors the extent Qwest's processing of CLEC Local Service Requests (LSRs) is completely electronic, focusing on the degree that electronically-transmitted LSRs flow directly to the service order processor without human intervention or without manual retyping

Description:
PO-2A - Measures the percentage of all electronic LSRs that flow from the specified electronic gateway interface to the Service Order Processor (SOP) without any human intervention

- Includes all LSRs that are submitted electronically through the specified interface during the reporting period, subject to exclusions specified below

PO-2B – Measures the percentage of all flow-through-eligible LSRs [NOTE 1] that flow from the specified electronic gateway interface to the SOP without any human intervention

- Includes all flow-through-eligible LSRs that are submitted electronically through the specified interface during the reporting period, subject to exclusions specified below

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate, individual CLEC	**Disaggregation Reporting:** Statewide level (per multi-state system serving the state) Results for PO-2A and PO-2B will be reported according to the gateway interface* used to submit the LSR 1 LSRs received via IMA-GUI 2 LSRs received via IMA-EDI *CO also reports an aggregate of IMA-GUI and IMA-EDI results

Formula:

PO-2A = [(Number of Electronic LSRs that pass from the Gateway Interface to the SOP without human intervention) – (Total Number of Electronic LSRs that pass through the Gateway Interface)] x 100

PO-2B = [(Number of flow-through-eligible Electronic LSRs that actually pass from the Gateway Interface to the SOP without human intervention) – (Number of flow-through-eligible Electronic LSRs received through the Gateway Interface)] x 100

Exclusions:

- Rejected LSRs and LSRs containing CLEC-caused non-fatal errors
- Non-electronic LSRs (e g , via fax or courier)
- 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

PO-2 – Electronic Flow-through (continued)

<table>
<tr>
<td rowspan="2">Product Reporting:
• Resale
• Unbundled Loops (with or without Local Number Portability)
• Local Number Portability
• UNE-P (POTS) and UNE-P (Centrex 21)
• Line Sharing</td>
<td colspan="2">Standards:
<u>PO-2A</u>
CO: CO PO-2B benchmarks minus 10 percent NOTE 2
All Other States: Diagnostic

<u>PO-2B</u> NOTE 2</td>
</tr>
<tr>
<td>
<table>
<tr><td>Resale</td><td>95%</td></tr>
<tr><td>Unbundled Loops</td><td>85%</td></tr>
<tr><td>LNP</td><td>95%</td></tr>
<tr><td>UNE-P (POTS & Centrex 21)</td><td>95%</td></tr>
<tr><td>Line Sharing</td><td>Diagnostic NOTE 3</td></tr>
</table>
</td>
</tr>
<tr>
<td>Availability:
Available (except as follows)

Combined reporting of UNE-P (POTS) and UNE-P (Centrex 21) – beginning with Jul 04 data on the Aug 04 report

Line Sharing – beginning with Jul 04 data on the Aug 04 report</td>
<td colspan="2">Notes:
1 The list of LSR types classified as eligible for flow through is contained in the "LSRs Eligible for Flow Through" matrix This matrix also includes availability for enhancements to flow through Matrix will be distributed through the CMP process
2 In Colorado the standard for PO-2 is considered met if the standard for either PO-2A or PO-2B is met For both PO-2A and PO-2B, the benchmark percentages shown apply to the aggregations of PO-2A-1 and PO-2A-2 (i e , the combined PO-2A result) and of PO-2B-1 and PO-2B-2 (i e , the combined PO-2B result)
3 The standard and future disaggregated reporting of the Line Sharing product is TBD, pending resolution of TRO issues</td>
</tr>
</table>

PO-3 – LSR Rejection Notice Interval

Purpose:
Monitors the timeliness with which Qwest notifies CLECs that electronic and manual LSRs were rejected

Description:
Measures the interval between the receipt of a Local Service Request (LSR) and the rejection of the LSR for standard categories of errors/reasons

- Includes all LSRs submitted through the specified interface that are rejected during the reporting period
- 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
- Included in the interval is time required for efforts by Qwest to work with the CLEC to avoid the necessity of rejecting the LSR
- 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 http //www qwest com/wholesale/cmp/ossHours html

Reporting Period: One month	**Unit of Measure:** PO-3A-1, PO-3B-1 & PO-3C - Hrs Mins PO-3A-2 & PO-3B-2 – Mins Secs

Reporting Comparisons:	**Disaggregation Reporting:**
CLEC aggregate and individual CLEC results	Results for this indicator are reported according to the gateway interface used to submit the LSR • PO-3A-1, LSRs received via IMA-GUI and rejected manually Statewide • PO-3A –2, LSRs received via IMA-GUI and auto-rejected Region wide • PO-3B-1, LSRs received via IMA-EDI and rejected manually Statewide • PO-3B –2, LSRs received via IMA-EDI and auto-rejected Region wide • PO-3C, LSRs received via facsimile Statewide

Formula:
Σ [(Date and time of Rejection Notice transmittal) – (Date and time of LSR receipt)] – (Total number of LSR Rejection Notifications)

Exclusions:

- 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

Product Reporting: Not applicable (reported by ordering interface)	**Standards:** • PO-3A-1 and -3B-1 ≤ 12 business hours • PO-3A -2 and -3B -2 ≤ 18 seconds • PO-3C ≤ 24 work week clock hours
Availability: Available	**Notes:**

PO-4 – LSRs Rejected

Purpose:
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

Description:
Measures the percentage of LSRs rejected (returned to the CLEC) for standard categories of errors/reasons

- Includes all LSRs submitted through the specified interface that are rejected or FOC'd during the reporting period
- 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

Reporting Period: One month	**Unit of Measure:** Percent of LSRs
Reporting Comparisons: CLEC aggregate and individual CLEC results	**Disaggregation Reporting:** Results for this indicator are reported according to the gateway interface used to submit the LSR PO-4A-1 LSRs received via IMA-GUI and rejected manually – Region wide PO-4A -2 LSRs received via IMA-GUI and auto-rejected – Region wide PO-4B-1 LSRs received via IMA-EDI and rejected manually – Region wide PO-4B -2 LSRs received via IMA-EDI and auto-rejected – Region wide PO-4C LSRs received via facsimile – Statewide

Formula:
[(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

Exclusions:

- 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

Product Reporting: Not applicable (reported by ordering interface)	**Standard:** Diagnostic
Availability: Available	**Notes:**

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

Purpose:
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

Description:
Measures the percentage of Firm Order Confirmations (FOCs) that are provided to CLECs within the intervals specified under "Standards" below for FOC notifications

- 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)
- 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)
- 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)
- "Fully electronic" LSRs are those (1) that are received via IMA-GUI or IMA-EDI, (2) that involve no manual intervention, and (3) for which FOCs are provided mechanically to the CLEC NOTE 2
- "Electronic/manual" LSRs are received electronically via IMA-GUI or IMA-EDI and involve manual processing
- "Manual" LSRs are received manually (via facsimile) and processed manually
- ASRs are measured only in business days
- 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

Reporting Period: One month	**Unit of Measure:** Percent

Reporting Comparisons: CLEC aggregate and individual CLEC results	**Disaggregation Reporting:** Statewide level (per multi-state system serving the state) Results for this indicator are reported as follows • PO-5A * FOCs provided for fully electronic LSRs received via – PO-5A-1 IMA-GUI – PO-5A-2 IMA-EDI • PO-5B * FOCs provided for electronic/manual LSRs received via – PO-5B-1 IMA-GUI – PO-5B-2 IMA-EDI • PO-5C * FOCs provided for manual LSRs received via Facsimile • PO-5D FOCs provided for ASRs requesting LIS Trunks * Each of the PO-5A, PO-5B and PO-5C measurements listed above will be further disaggregated as follows – (a) FOCs provided for Resale services and UNE-P – (b) FOCs provided for Unbundled Loops and specified Unbundled Network Elements – (c) FOCs provided for LNP

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

Formula:

PO-5A = {[Count of LSRs for which the original FOC's "(FOC Notification Date & Time) - (LSR received date/time (based on scheduled up time))" is within 20 minutes] – (Total Number of original FOC Notifications transmitted for the service category in the reporting period)} x 100

PO-5B, 5C, & 5D = {[Count of LSRs/ASRs for which the original FOC's "(FOC Notification Date & Time) - (Application Date & Time)" is within the intervals specified for the service category involved] – (Total Number of original FOC Notifications transmitted for the service category in the reporting period)} x 100

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

Product Reporting:

- 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
- For PO-5D LIS Trunks

Standards:

• For PO-5A (all)	95% within 20 minutes NOTE 2
• 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 NOTE 3
• For PO-5D (LIS Trunks)	85% within eight business days

Standard FOC Intervals for PO-5B and PO-5C

Product Group NOTE 1		FOC Interval
Resale		**24 hours**
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 with no Common Block Configuration	1-19 lines	
Centrex line feature changes/adds/removals (all)		
LNP	1-24 lines	
Unbundled Loops 2/4 Wire analog DS3 Capable	1-24 loops	
Sub-loop [included in Product Reporting group (b)]	1-24 sub-loops	
Line Sharing/Line Splitting/Loop Splitting [included in Product Reporting group (b)]	1-24 shared loops ~~loops~~	

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

	Unbundled Network Element–Platform (UNE-P POTS) 1 – 39 lines	

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

	Resale ISDN-Basic 1-10 lines – Conversion As Specified – New Installs – Address Changes – Change to add Loop ISDN-PRI (Facility) 1-3 PBX 1-24 trunks DS0 or Voice Grade Equivalent 1-24 DS1 Facility 1-24 DS3 Facility 1-3	**48 hours**
	LNP 25-49 lines	
	Enhanced Extended Loops (EELs) [included in Product Reporting group (b)] **DS1** 1-24 circuits	
	Resale 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	**72 hours**
	UNE-P Centrex 1-10 lines **UNE-P Centrex 21** 1-10 lines	
	Unbundled Loops with Facility Check(NOTE 2, 3) 1 – 24 loops 2/4 wire Non-loaded ADSL compatible ISDN capable XDSL-I capable DS1 capable	
	Resale ISDN-PRI (Trunks) 1-12 trunks	**96 hours**
	For PO-5D LIS Trunks 1-240 trunk circuits	**8 business days**

Availability: Available	**Notes:** 1 LSRs with quantities above the highest number specified for each product type are considered ICB 2 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 3 Unbundled Loop with Facility Check will not add an additional 24 hours to the 72-hour interval if the LSR is submitted manually

PO-6 – Work Completion Notification Timeliness

Purpose:
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

Description:
PO-6A & 6B

- Includes all orders completed in the Qwest Service Order Processor that generate completion notifications in the reporting period, subject to exclusions shown below
- 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
- The end time is when the electronic order completion notice is made available (IMA-GUI) [NOTE 1] or transmitted (IMA-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
- 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 http //www qwest com/wholesale/cmp/ossHours html

Reporting Period:	**Unit of Measure:**
One month	PO-6A - 6B Hrs Mins

Reporting Comparisons: CLEC aggregate and individual CLEC results	**Disaggregation Reporting:** Statewide level • PO-6A Notices transmitted via IMA-GUI • PO-6B Notices transmitted via IMA-EDI

Formula:
For completion notifications generated from LSRs received via IMA-GUI
PO–6A = Σ((Date and Time Completion Notification made available to CLEC) - (Date and Time the last of the service orders that comprise the CLEC LSR is completed in the Service Order Processor)) – (Number of completion notifications made available in reporting period)

For completion notifications generated from LSRs received via IMA-EDI
PO–6B = Σ((Date and Time Completion Notification transmitted to CLEC) - (Date and Time the last of the service orders that comprise the CLEC LSR is completed in the Service Order Processor)) – (Number of completion notifications transmitted in reporting period)

Exclusions:
PO – 6A & 6B

- Records with invalid completion dates
- LSRs submitted manually (e g , via facsimile)
- ASRs submitted via EXACT

Product Reporting:	**Standard:**
PO – 6A & 6B Aggregate reporting for all products ordered through IMA-GUI and, separately, IMA-EDI (see disaggregation reporting)	6 hours

Availability:	**Notes:**
Available	1 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

PO-7 – Billing Completion Notification Timeliness

Purpose:
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

Description:
PO-7A & 7B

- 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
- 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
  - 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
  - The time a notice is "transmitted" via IMA-EDI consists of the time Qwest actually transmits the completion notice via IMA-EDI Applicable only to those CLECs who are certified and setup to receive the notices via IMA-EDI
- 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
- Intervals counted in the numerator of these measurements are those that are five business days or less

PO-7C

- This measurement includes all retail orders posted in the CRIS Billing system in the reporting period, subject to exclusions shown below
- 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
- 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
- Intervals counted in the numerator of this measurement are those that are five business days or less

Reporting Period: One month	**Unit of Measure:** Percent

Reporting Comparisons:	**Disaggregation Reporting:** Statewide level
PO-7A and -7B CLEC aggregate and individual CLEC results PO-7C Qwest retail results	• PO-7A Notices made available via IMA-GUI • PO-7B Notices transmitted via IMA-EDI • PO-7C Billing system posting completions for Qwest Retail

Formula:
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)

For service orders Qwest generates for retail customers (i e , the retail analogue for PO-7A & -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)

PO-7 – Billing Completion Notification Timeliness (continued)

Exclusions:
PO-7A, 7B & 7C
- Services that are not billed through CRIS, e g Resale Frame Relay
- Records with invalid completion dates

PO-7A & 7B
- LSRs submitted manually
- ASRs submitted via EXACT

Product Reporting:	**Standard:**
Aggregate reporting for all products ordered through IMA-GUI and, separately, IMA-EDI (see disaggregation reporting)	PO-7A and -7B Parity with PO-7C

Availability:	**Notes:**
Available	

PO-8 – Jeopardy Notice Interval

Purpose: 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)	
Description: 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 • Includes all orders completed in the reporting period that received jeopardy notifications	
Reporting Period: One month	**Unit of Measure:** Average Business days [NOTE 1]
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level (This measure is reported by jeopardy notification process as used for the categories shown under Product Reporting)
Formula: [Σ(Date of the original due date of orders completed in the reporting period that received jeopardy notification – Date of the first jeopardy notification) – Total orders completed in the reporting period that received jeopardy notification]	
Exclusions: • Jeopardies done after the original due date is past • Records involving official company services • Records with invalid due dates or application dates • Records with invalid completion dates • Records with invalid product codes • Records missing data essential to the calculation of the measurement per the PID	
Product Reporting: A Non-Designed Services B Unbundled Loops (with or without Number Portability) C LIS Trunks D UNE-P (POTS)	**Standards** A Parity with Retail POTS B Parity with Retail POTS C Parity with Feature Group D (FGD) services D Parity with Retail POTS
Availability: Available	**Notes:** 1 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

Purpose:
When original due dates are missed, measures the extent to which Qwest notifies customers in advance of jeopardized due dates

Description:
Measures the percentage of late orders for which advance jeopardy notification is provided

- Includes all inward orders (Change, New, and Transfer order types) assigned a due date by Qwest and which are completed/closed in the reporting period that missed the original due date Change order types included in this measurement consist of all C orders representing inward activity
- 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

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level (This measure is reported by jeopardy notification process as used for the categories shown under Product Reporting)

Formula:
[(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

Exclusions:

- Orders missed for customer reasons
- Records with invalid product codes
- Records involving official company services
- Records with invalid due dates or application dates
- Records with invalid completion dates
- Records with invalid product codes
- Records missing data essential to the calculation of the measurement per the PID

Product Reporting:	**Standards:**
A Non-Designed Services	A Parity with Retail POTS
B Unbundled Loops (with or without Number Portability)	B Parity with Retail POTS
C LIS Trunks	C Parity with Feature Group D (FGD) Services
D UNE-P (POTS)	D Parity with Retail POTS
Availability: Available	**Notes:**

PO-15 – Number of Due Date Changes per Order

Purpose: To evaluate the extent to which Qwest changes due dates on orders	
Description: Measures the average number of Qwest due date changes per order • 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 • Counts all due date changes made for Qwest reasons following assignment of the original due date	
Reporting Period: One month	**Unit of Measure:** Average Number of Due Date Changes
Reporting Comparisons: CLEC aggregate, individual CLEC, and Qwest retail results	**Disaggregation Reporting:** Statewide level
Formula: Σ(Count of Qwest due date changes on all orders) – (Total orders in reporting period)	
Exclusions: • Customer requested due date changes • Records involving official company services • Records with invalid due dates or application dates • Records with invalid product codes • Records missing data essential to the calculation of the measurement per the PID	
Product Reporting: None	**Standard:** Diagnostic
Availability: Available	**Notes:**

PO-16– Timely Release Notifications

Purpose:
Measures the percent of release notifications for changes to specified OSS interfaces sent by Qwest to CLECs within the intervals and scope specified within the change management plan found on Qwest's Change Management Process, (CMP) website at http //www qwest com/wholesale/cmp/whatiscmp html

Description:

- Measures the percent of release notices that are sent by Qwest within the intervals/timeframes prescribed by the release notification procedure on Qwest's CMP website NOTE 1
  - Release notices measured are
    - Draft Technical Specifications (for App to App interfaces only),
    - Final Technical Specifications (for App to App interfaces only),
    - Draft Release Notices (for IMA-GUI interfaces only),
    - Final Release Notices (for IMA-GUI interfaces only), and
    - OSS Interface Retirement Notices NOTE 2
    - For the following OSS interfaces
      - IMA-GUI, IMA-EDI,
      - CEMR,
      - Exchange Access, Control, & Tracking (EXACT), NOTE 3
      - Electronic Bonding - Trouble Administration (EB -TA), NOTE 4
      - IABS and CRIS Summary Bill Outputs, NOTE 5
      - Loss and Completion Records, NOTE 5
      - New OSS interfaces (for introduction notices only) NOTE 6
    - Also included are notifications for connectivity or system function changes to Resale Product Database
    - 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
    - Includes OSS interface release notifications by Qwest to CLECs for the following OSS functions Pre-Ordering, Ordering, Provisioning, Repair and Maintenance, and Billing
    - Includes Types of Changes as specified in the "Qwest Wholesale Change Management Process Document" (Section 4 – Types of Changes)
  - Includes all OSS interface release notifications pertaining to the above OSS systems, subject to the exclusions specified below
- 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 NOTE 7
- Release Notifications sent after the date required by the (CMP) are considered untimely Release Notifications required but not sent are considered untimely

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC Aggregate	**Disaggregation Reporting:** Region-wide level

Formula:
[(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

Exclusions

- Changes to be implemented on an expedited basis (exception to OSS notification intervals) as mutually agreed upon by CLECs and Qwest through the CMP
- Changes where Qwest and CLECs agree, through the CMP, that notification is unnecessary

PO-16 Timely Release Notifications (continued)

Product Reporting: None	**Standards:** Vol 1-10 No more than one untimely notification Vol > 10 92 5% timely notifications

Availability: Available	**Notes:** 1 The Qwest Wholesale Change Management Process Document specifies the intervals for release notifications by type of notification These intervals are documented in the change management plan 2 The documents described in section "9 0 – Retirement of Existing OSS Interfaces" of the "Qwest Wholesale Change Management Process Document" as "Initial Retirement Notice" and "Final Retirement Notice " 3 EXACT is a Telecordia system Only release notifications for changes initiated by Qwest for hardware or connectivity will be included in this measurement 4 EB-TA is the same system as MEDIACC 5 CRIS, IABS, and Loss and Completions will adhere to the notification intervals documented in section 8 1 – Changes to Existing Application to Application Interface 6 The documents described in section "7 0 – Introduction of New OSS Interface" of the "Qwest Wholesale Change Management Process Document" as "Initial Release Announcement and Preliminary Implementation Plan" (new App to App only), "Initial Interface Technical Specification" (new App to App only), "Final Interface Technical Specifications (new App to App only), "Release Notification" (new GUI only) CMP notices for "Introduction of a New OSS" are to be included in this measurement even though the new system is not explicitly listed in the "Description" section of this PID However, once implemented, the system will not be added to the measurement for purposes of measuring release, change and retirement notifications unless specifically incorporated as an authorized change to the PID 7 The intervals used to determine timeliness are based on CMP guidelines

PO-19 – Stand-Alone Test Environment (SATE) Accuracy

Purpose:
Evaluates Qwest's ability to provide accurate production-like tests to CLECs for testing new releases in the SATE and production environments and testing between releases in the SATE environment

Description:

PO-19A

- Measures the percentage of test transactions that conform to the test scenarios published in the *IMA EDI Data Document – for the Stand Alone Test Environment (SATE)* 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 that conform to the test scenarios published in the current IMA EDI Data Document-for the Stand Alone Test Environment (SATE) that are successfully executed in SATE during the between-releases monthly performance test
- Includes one test transaction for each test scenario published in the *IMA EDI Data Document – for the Stand Alone Test Environment (SATE)*
- Test transactions will be executed for each of the IMA releases supported in SATE utilizing all test scenarios for each of the current versions of the *IMA EDI Data Document – for the Stand Alone Test Environment (SATE)*
- The successful execution of a transaction is determined by the Qwest Test Engineer according to
  - The expected results of the test scenario as described in the *IMA EDI Data Document – for the Stand Alone Test Environment (SATE)* and the EDI disclosure document
  - The transactions strict adherence to business rules published in Qwest's most current IMA EDI Disclosure Documentation for each release and the associated Addenda NOTE 1
- For this measurement, Qwest will execute the test transactions in the Stand-Alone Test Environment
  - 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"
  - 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 15th, or the nearest working day to the 15th of the month, in the months when no release related test transactions are executed
- Test transaction results will be reported by release and included in the Reporting Period during which the release transactions or mid-release test transactions are completed

PO-19B

- Validates the extent that SATE mirrors production by measuring the percentage of IMA EDI test transactions that produce comparable results in SATE and in production
  - Transactions counted as producing comparable results are those that return correctly formatted data and fields as specified in the release's EDI disclosure document and developer worksheets related to the IMA release being tested
  - Comparability will be determined by evaluating the data and fields in each EDI message for the test transactions against the same data and fields for Preorder queries, LSRs, and Supplementals, and returned as Query Responses, Acknowledgements, Firm Order Confirmations (FOCs) for flow-through eligible products, and rejects
- Test transactions are executed one time for each new major IMA release within 7 days after the IMA release
  - Test transactions consist of a defined suite of Product/Activity combinations Qwest's three regions will be represented NOTE 2
  - Pre-order, Order, and Post-order transactions (FOCs for flow-through products) are included
- With respect to the comparability of the structure and content of results from SATE and production environments, this measurement focuses only on the validity of the structure and the validity of the content, per developer worksheets and EID mapping examples distributed as part of release notifications NOTE 3

Reporting Period:	**Unit of Measure:** Percent
PO-19A -- One month	

PO-19 Stand-Alone Test Environment (SATE) Accuracy (continued)

PO-19B -- One month (for those months in which release-related test transactions are completed)	
Reporting Comparisons: None	**Disaggregation Reporting:** PO-19A – Reported separately for each release tested in the reporting period PO-19B -- None

Formula:

PO-19A

[(Total number of successfully completed SATE test transactions executed for a Software Release or between-releases performance test completed in the Reporting Period) – (Total number of SATE test transactions executed for each Software Release or between-releases performance test completed in the Reporting Period)] x 100

PO-19B

[(Total number of completed IMA EDI test transactions executed in SATE and production that produce comparable results for each new major IMA Software Release completed in the Reporting Period) – (Total number of completed IMA EDI test transactions executed in SATE and production for each new major IMA Software Release completed in the Reporting Period)] x 100

Exclusions:

For PO-19B

- Transactions that fail due to the unavailability of a content item (e g , TN exhaustion in SATE or the production environment) or a function in the SATE or production environments (e g , address validation query or CSR query) that is unsuccessful due to an outage in systems that interface with IMA-EDI (e g , PREMIS or SIA)
- Transactions that fail because of differences between the production and SATE results caused when an IMA candidate is implemented into IMA and not SATE (i e , where CMP decides not to implement an IMA candidate in a SATE release e g , the Reject Duplicate LSR candidate in IMA 12 0) This exclusion does not apply during reporting periods in which there are no differences between production IMA and SATE caused by SATE releases packaged pursuant to CMP decisions

Product Reporting: None	**Standard:** PO-19A – 95% for each release tested PO-19B – 95%
Availability: Available	**Notes:** 1 Transactions that are executed and found to have inconsistencies with the data and format rules will be corrected and rerun Rerun volumes will not be counted in the denominator for PO-19 Such corrections and re-executions are intended to enforce strict adherence to business rules published in Qwest's most current IMA EDI Data and Disclosure Documents 2 The product and activity combinations that make up the test decks for PO-19B will be updated after each major IMA software release and provided to CLECs with the publication of IMA EDI Draft Interface Technical Specifications for the next major IMA software release as defined in the CMP process All combinations with EDI transaction volumes > 100 in the previous 12-month period will be included in the test deck 75 days prior to the execution of the test, Qwest will run a query against IMA to determine which combinations

	meet the criteria for inclusion (i e , volumes > 100) 3 The intent of this provision is to avoid including the effects of circumstances beyond the SATE environment that could cause differences in SATE and production results that are not due to problems in mirroring production For example, because of real-time data manipulation in production, an appointment availability query transaction in SATE will not return the same list of available appointments as in production Available appointments in production are fully dependent on real-time activities that occur there, whereas available appointments in SATE are based on a pre-defined list that is representative of production

PO-20 (Expanded) – Manual Service Order Accuracy

Purpose:
Evaluates the degree to which Qwest accurately processes CLECs' Local Service Requests (LSRs), which are electronically-submitted and manually processed by Qwest, into Qwest Service Orders, based on mechanized comparisons of specified LSR-Service Order fields and focusing on the percentage of manually-processed Service Orders that are accurate/error-free

Description:
Measures the percentage of manually-processed Qwest Service Orders that are populated correctly, in specified data fields, with information obtained from CLEC LSRs

- Includes only Service Orders created from CLEC LSRs that Qwest receives [NOTE 1] electronically (via IMA-GUI or IMA-EDI) and manually processes in the creation of Service Orders, regardless of flow through eligibility, subject to exclusions specified below
- Includes only Service Orders, from the product reporting categories specified below, that request inward line or feature activity (Change, New, and Transfer order types), are assigned a due date by Qwest, and are completed/closed in the reporting period Change Service Order types included in this measurement consist of all C orders with "I" and "T" action-coded line or feature USOCs
- All Service Orders satisfying the above criteria and as specified in the Availability section below are evaluated in this measurement
- An inward line Service Order will be classified as "accurate" and thus counted in the numerator in the formula below when the mechanized comparisons of this measurement determine that the fields specified in the Service Order Fields Evaluated section below (when the source fields have been properly populated on the LSR) are all accurate on the Service Order An inward feature Service Order will be classified as "accurate" if the fields specified in the Service Order Fields Evaluated section below (when the source fields have been properly populated on the LSR) are all accurate on the Service Order and if no CLEC notifications to the call center have generated call center tickets coded to LSR/SO mismatch for that order
  - Service Orders will be counted as being accurate if the contents of the relevant fields, as recorded in the completed Service Orders involved in provisioning the service, properly match or correspond to the information from the specified fields as provided in the latest version of associated LSRs
  - Service orders generated from LSRs receiving a PIA (Provider Initiated Activity value will be counted as being accurate if each and every mismatch has a correct and corresponding PIA value
  - Service Orders, including those otherwise considered accurate under the above-described mechanized field comparison, will not be counted as accurate if Qwest corrects errors in its Service Order(s) as a result of contacts received from CLECs no earlier than one business day prior to the original due date

Reporting Period: One month, reported in arrears (i e , results first appear in reports one month later than results for measurements that are not reported in arrears), in order to exclude Service Orders that are the subject of call center tickets counted in OP-5B and OP-5T, as having new service problems attributed to Service Order errors	**Unit of Measure:** Percent
Reporting Comparisons: CLEC Aggregate and individual CLEC	**Disaggregation Reporting:** Statewide Level

Formula:
[(Number of accurate, evaluated Service Orders) – (Number of evaluated Service Orders completed in the reporting period)] x 100

PO-20 (Expanded) – Manual Service Order Accuracy (continued)

Exclusions:

- Service Orders that are the subject of call center tickets counted in OP-5B and OP-5T as having new service problems attributed to Service Order errors
- Cancelled Service Orders
- Service Orders that cannot be matched to a corresponding LSR
- Records missing data essential to the calculation of the measurement per the PID

Product Reporting:

- Resale and UNE-P (POTS and Centrex 21)
- Unbundled Loops (Analog and Non-Loaded 2/4-wire, DS1 Capable, DS3 and higher Capable, ADSL Compatible, XDSL-I Capable, ISDN-BRI Capable)

Standard:
Benchmarks, as follows

Phase 1	97%
Phase 2	96%
Phase 3 & beyond	95%

Availability:

- Phase 0 – PO-20 (Old) (the first version using sampling of limited fields) (Available now)
- Phase 1[NOTE 2] – PO-20 (Expanded) Mechanized version (as defined herein) All qualifying orders associated with initial LSRs received via IMA version 15 0 or higher beginning with May 2004 data reported in Jul 04
- Phase 2 – Additional fields added No later than Sep 04 results reported in Nov 04
- Phase 3– Additional fields added Targeted for 1st Quarter 05
- Phase 4 – Additional fields added (Date TBD)

Notes:

1 To be included in the measurement, Service Orders created from CLEC LSRs must be received and completed in the same version of IMA-GUI or IMA-EDI

2 Phase 1 Consists of all manually-processed, qualifying Service Orders per product reporting category specified above, from throughout Qwest's 14-state local service region

LSR-Service Order Fields Evaluated

Phase 1 – (Effective with LSRs received beginning May 2004)

Mechanized comparison of the fields from the Service Order to the LSR:

Form	LSR Field Code	LSR Field Name	Remarks/Service Order Field:
LSR	CCNA	Customer Carrier Name Abbreviation	CCNA field of LSR form compared to the RSID/ZCID field identifier in the Extended ID section of the Service Order
	PON	Purchase Order Number	PON field of LSR form compared to the PON field in Bill Section of the Service Order
	D/TSENT	Date and time sent	The D/TSENT field of LSR form from the Firm Order Manager, using applied business day cut-off rules and business typing rules, and compare to the APP (Application Date) used on the Service Order
	CHC	Coordinated Hot Cut Requested	Applies only to Unbundled Loop Validate that the installation USOC used on the Service Order matches the Coordinated Cut request (Evaluated in conjunction with the TEST field to determine correct USOC)
	TEST	Testing required	Applies only to Unbundled Loop Validate that the installation USOC used on the Service Order matches the TEST request (Evaluated in conjunction with the CHC field to determine correct USOC)

LSR-Service Order Fields Evaluated			
Phase 1 – (Effective with LSRs received beginning May 2004)			
Mechanized comparison of the fields from the Service Order to the LSR:			
Form	**LSR Field Code**	**LSR Field Name**	**Remarks/Service Order Field:**
	NC	Network Channel Code	Applies only to Unbundled Loop NC field on the LSR form compared to provisioning USOC for CKL1 on the Service Order
	NCI	Network Channel Interface Code	Applies only to Unbundled Loop NCI field on the LSR form compared to provisioning USOC for CKL1 on the Service Order
	SECNCI	Secondary Network Channel Interface Code	Applies only to Unbundled Loop orders SECNCI field on the LSR form compared to the provisioning USOC for CKL2 on the Service Order
Resale or Centrex	PIC	InterLATA Pre-subscription Indicator Code	PIC field on Resale or Centrex form compared to PIC populated on the "I" or "T" action lines in the Service and Equipment section of the Service Order *Note:* LSR PIC = None, S O PIC = None
	LPIC	IntraLATA Pre-subscription Indicator Code	LPIC field on Resale or Centrex form compared to LPIC populated on the "I" or "T" action lines in the Service and Equipment section of the Service Order *Note.* LSR LPIC = None, S O LPIC = 9199 LSR LPIC = DFLT, S O LPIC = 5123
Resale or Centrex	TNS	Telephone Numbers	Validate that all telephone numbers in the TNS fields in the Service Details section on the Resale or Centrex form requiring inward activity are addressed on the Service Order

PO-20 (Expanded) – Manual Service Order Accuracy (continued)

LSR-Service Order Fields Evaluated			
Phase 1 – (Effective with LSRs received beginning May 2004)			
Mechanized comparison of the fields from the Service Order to the LSR:			
Form	**LSR Field Code**	**LSR Field Name**	**Remarks/Service Order Field:**
	FA/ FEATURE	Feature Activity/Feature Codes	When the FA = N, T, V Validate line and feature USOCs provided in the FEATURE field on the Resale or Centrex form are addressed with "I" and/or "T" action lines on the Service Order Note Comparison will be based on the USOCs associated with line and feature activity listed in the PO-20 USOC List posted on Qwest's public website, on the web page containing the current PID www qwest com/wholesale/results) Qwest may add USOCs to the list, delete grand-fathered/ discontinued or obsolete USOCs, or update USOCs assigned to listed descriptions by providing notice in the monthly Summary of Notes and updating the list
LS	ECCKT	Exchange Company Circuit ID	Applies to LSRs with ACT = C (only when NC code has not changed, M, or T ECCKT field on the LS form compared to the CLS field in the Service and Equipment section of the Service Order
LS/ LSNP	CFA	Connecting Facility Assignment	CFA field on the LS or LSNP forms compared to the CFA field used in CKL1 of the Service Order (Verbal acceptance of CFA changes will be FOC'd and PIA'd, which will account for the mismatch and eliminate it as an error in the PO-20 calculation
DL – Directory Listings form (Evaluated only for Local Main Listings)	LTY	Listing Type	LTY = 1 (Listed – appears in DA and the directory) Validate that there is a LN in the List section of the Service Order LTY = 2 (Non Listed – appears only in DA) Validate that there is non listing instructions in the LN field in the List section of the Service Order **Central/Western Region:** Validate that the left handed field is NLST and (NON-LIST) is contained in the NLST data field in the List section of the Service order **Eastern Region:** Validate that the left handed field is NL and (NON LIST) is contained in the NL data field in the List section of the Service Order LTY = 3 (Non Pub - does not appear in the directory and telephone number does not appear in DA) Validate that there is non published instructions in the LN field in the List section of the Service Order **Central/Western Regions:** Validate that the left handed field is NP and (NON-PUB) is contained in the NP data field in the List section of the Service Order **Eastern Region:** Validate that the left handed field is NP and (NP LODA) or (NP NODA) is contained in the NP data field in the List section of the Service Order

LSR-Service Order Fields Evaluated			
Phase 1 – (Effective with LSRs received beginning May 2004)			
Mechanized comparison of the fields from the Service Order to the LSR:			
Form	**LSR Field Code**	**LSR Field Name**	**Remarks/Service Order Field:**
	TOA	Type of Account	Validate TOA entries (only reviewed when BRO field on DL form is not populated) • TOA valid entries are B or RP Validate that there is a semi colon (,) within the LN in the List section of the Service Order • TOA valid entries are R or BP Validate that there is a comma (,) within the LN in the List section of the Service Order **Exception:** When LSR-TOS = 3, TOA review is Not Applicable Handled by Complex Listing Group Requires separate Service Order
	DML	Direct Mail List	DML field = O on DL form, Service Order LN contains (OCLS)
	NOSL	No Solicitation Indicator	**Arizona Only** NOSL field = Y on DL form, Service Order LN contains (NSOL) (OCLS)
	TMKT	Telemarketing	**Colorado Only** TMKT field = O on DL form, Service Order LN contains (OATD) When both the DML and the TMKT fields are populated, DML validation applies
	LNLN and LNFN	Listed Name	LNLN and LNFN fields on DL form compared to the LN field in the List section of the Service Order
	ADI	Address Indicator	ADI = O on DL form, Service Order LA contains (OAD)
	LAPR	Listed Address Number Prefix	LAPR field of the Listing form compared to LA in the List section of the Service Order
	LANO	Listed Address Number	LANO field of the Listing form compared to LA in the List section of the Service Order.
	LASF	Listed Address Number Suffix	LASF field of the Listing form compared to LA in the List section of the Service Order
	LASD	Listed Address Street Directional	LASD field of the Listing form compared to LA in the List section of the Service Order
	LASN	Listed Address Street Name	LASN field of the Listing form compared to LA in the List section of the Service Order
	LATH	Listed Address Street Type	LATH field of the Listing form compared to LA in the List section of the Service Order
	LASS	Listed Address Street Directional Suffix	LASS field of the Listing form compared to LA in the List section of the Service Order
	LALOC	Listed Address Locality	LALOC field of the Listing form compared to LA in the List section of the Service Order

Phase 2 – No later than Sep 04 results			
LSR-Service Order Fields Evaluated			
Mechanized comparison of the fields from the Service Order to the LSR:			
Form	**LSR Field Code**	**LSR Field Name**	**Remarks/Service Order Field:**
LSR	DSPTCH	Dispatch	Limited to Unbundled Loops where ACT = Z or V only If DSPTCH field on the LSR form = Y, validate dispatch USOC in the Service and Equipment section of the Service Order
Centrex	LTC	Line Treatment Code	Applies only to Centrex 21 LTC field numeric value on the Centrex form compared to the data following the CAT field for the Line USOC on the Service Order
	COS	Class of Service – Qwest Specific	Applies only to Centrex 21 COS field of the Centrex form compared to the CS field in the ID section of the Service Order
Resale or Centrex	FEATURE DETAILS	Feature Details	As specified in Appendix A of the 14 State Working PID Comparison would be based on the fields associated with the USOC list referenced under Feature Activity in Phase 1 above
Phase 3 – Targeted for 1st Quarter 05			
LSR-Service Order Fields Evaluated			
Mechanized comparison of the fields from the Service Order to the LSR:			
Form	**LSR Field Code**	**LSR Field Name**	**Remarks/Service Order Field:**
Resale or Centrex	BLOCK (Stage 1)	Blocking Type	For each LNUM provided in the Service Detail section of the Resale or Centrex form when BA = E Note The BLOCK field may have one or more alpha and/or numeric values per LNUM This review will only validate based on BA/BLOCK fields and will not address blocking information provided in the "Remark" section on the LSR or the Feature Detail section of the LSR The values listed below will be considered as follows If BLOCK contains A, validate FID TBE A is present on the service order floated behind line USOC associated with the TNS for that LNUM If BLOCK contains B, validate FID TBE B is present on the service order floated behind line USOC associated with the TNS for that LNUM If BLOCK contains C, validate FID TBE C is present on the service order floated behind line USOC associated with the TNS for that LNUM If BLOCK contains H, validate FID BLKD is present on the service order floated behind line USOC associated with the TNS for that LNUM

PO-20 (Expanded) – Manual Service Order Accuracy (continued)

Phase 4 – Date TBD			
LSR-Service Order Fields Evaluated			
Mechanized comparison of the fields from the Service Order to the LSR:			
Form	**LSR Field Code**	**LSR Field Name**	**Remarks/Service Order Field:**
LSR	DFDT	Desired Frame Due Time	Applicable only to orders for Resale and UNE-P (POTS and Centrex 21) DFDT field on the LSR form compared to the FDT field in the Extended ID section of the Service Order
	DDD	Desired Due Date	DDD field from the last FOC'd LSR compared to the original or last subsequent due date in the Extended ID section on the Service Order when no CFLAG/PIA is present on the FOC (i e Evaluation includes recognition of valid differences between DDD and Service Order based on population of the CFLAG/PIA field on the LSRC (FOC))
DL – Directory Listings form (Evaluated only for Local Main Listings)	LTN	Listed Telephone Number	For Resale and UNE-P (POTS and Centrex 21) LTN field on the Listing form compared to the Main Account Number of the Service Order For Unbundled Loop LTN field on the Listing form compared to the TN floated after the LN in the Listing section of the Service Order
	LNPL	Letter Name Placement	LNPL field on the Listing form = L, validate that LN on the Service Order follows letter placement versus word placement
Resale or Centrex	FEATURE DETAILS	Feature Details	If CLECs propose additional FIDs for review, Qwest will undertake a feasibility evaluation
	BLOCK (Stage 2)	Blocking Type	If CLECs identify value in additional Blocking review, Qwest will undertake development [Requirements to be developed]

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

Purpose: 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	
Description: 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 • Includes all calls to the Interconnect Provisioning Center/Retail Business Office during the reporting period, subject to exclusions specified below • Abandoned calls and busy calls are counted as calls which are not answered within 20 seconds • First ring is defined as when the customer's call is first placed in queue by the ACD (Automatic Call Distributor) • Answer is defined as when the call is first picked up by the Qwest agent	
Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate and Qwest Retail results	**Disaggregation Reporting:** Region-wide level
Formula: [(Total Calls Answered by Center within 20 seconds) – (Total Calls received by Center)] x 100	
Exclusions: Time spent in the VRU Voice Response Unit is not counted	
Product Reporting: Not applicable	**Standard:** Parity
Availability: Available	**Notes:**

OP-3 – Installation Commitments Met

Purpose:
Evaluates the extent to which Qwest installs services for Customers by the scheduled due date

Description:
Measures the percentage of orders for which the scheduled due date is met

- 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 Also included are orders with customer-requested due dates longer than the standard interval
- 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

Reporting Period: One month	**Unit of Measure** Percent

Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level • Results for product/services listed in Product Reporting under "MSA-Type Disaggregation" will be reported according to orders involving OP-3A Dispatches within MSAs, OP-3B Dispatches outside MSAs, and OP-3C No dispatches • Results for products/services listed in Product Reporting under "Zone-type Disaggregation" will be disaggregated according to installations OP-3D In Interval Zone 1 areas, and OP-3E In Interval Zone 2 areas

Formula:
[(Total Orders completed in the reporting period on or before the Applicable Due Date) – (Total Orders Completed in the Reporting Period)] x 100

Exclusions:

- Disconnect, From (another form of disconnect) and Record order types
- 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
- Records involving official company services
- Records with invalid due dates or application dates
- Records with invalid completion dates
- Records with invalid product codes
- Records missing data essential to the calculation of the measurement per the PID

OP – 3 Installation Commitments Met (continued)

Product Reporting:	Standards:
MSA-Type Disaggregation -	
• 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 21)	Parity with retail Centrex 21
• Unbundled Network Element – Platform (UNE-P) (Centrex)	Parity with retail Centrex
• Line Splitting	95%
• Loop Splitting NOTE 1	Diagnostic
• Line Sharing	95%
• Sub-Loop Unbundling	**CO:** 90%
	All Other States: Diagnostic
Zone-Type Disaggregation -	
• 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	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
xDSL-l capable Loop	90%
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

OP – 3 Installation Commitments Met (continued)

• Enhanced Extended Loops (EELs) – (DS0 level)	**WA:** 90% **All Other States:** Diagnostic
• Enhanced Extended Loops (EELs) – (DS1 level)	90%
• Enhanced Extended Loops (EELs) – (DS3 level)	**WA:** 90% **All Other States:** Diagnostic
Availability: Available	**Notes:** 1 Reporting will begin at the time CLECs order the product, in any quantity, for three consecutive months

OP-4 – Installation Interval

Purpose:
Evaluates the timeliness of Qwest's installation of services for customers, focusing on the average time to install service

Description:
Measures the average interval (in business days) [NOTE 1] between the application date and the completion date for service orders accepted and implemented

- 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
- 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)
- 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 [NOTE 2]
- 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 [NOTE 2]

Reporting Period: One month	**Unit of Measure** Average Business Days

Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level • 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 • 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

Formula:
Σ[(Order Completion Date) – (Order Application Date) – (Time interval between the Original Due Date and the Applicable Date) – (Time intervals associated with customer-initiated due date changes or delays occurring after the Applicable Due Date)] – Total Number of Orders Completed in the reporting period

Explanation The average installation interval is derived by dividing the sum of installation intervals for all orders (in business days) [NOTE 1] by total number of service orders completed in the reporting period

Exclusions:

- Orders with customer requested due dates greater than the current standard interval
- Disconnect, From (another form of disconnect) and Record order types
- Records involving official company services
- Records with invalid due dates or application dates
- Records with invalid completion dates
- Records with invalid product codes
- Records missing data essential to the calculation of the measurement per the PID

OP-4 – Installation Interval (continued)

Product Reporting:	Standards:
MSA-Type Disaggregation -	
• 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 21)	Parity with retail Centrex 21
• Unbundled Network Element – Platform (UNE-P) (Centrex)	Parity with retail Centrex
• Line Splitting	3 3 days
• Loop Splitting NOTE 3	Diagnostic
• Line Sharing	3 3 days
• Sub-Loop Unbundling	**CO:** 6 days
	All Other States: Diagnostic
Zone-Type Disaggregation -	
• 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	6 days
Non-loaded Loop (2-wire)	6 days
Non-loaded Loop (4-wire)	Parity with retail DS1 Private Line
DS1-capable Loop	**Idaho, Iowa, Montana, Nebraska, North Dakota, Oregon, Wyoming:** Parity with retail DS1 Private Line **Arizona, Colorado, Minnesota, New Mexico, South Dakota, Utah, Washington:** 5 5 days
xDSL-l capable Loop	6 days
ISDN-capable Loop	Parity with retail ISDN BRI
ADSL-qualified Loop	6 days

OP-4 – Installation Interval (continued)

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	15 days
• E911/911 Trunks	Parity with retail E911/911 Trunks
• Enhanced Extended Loops (EELs) – (DS0 level)	Diagnostic
• Enhanced Extended Loops (EELs) – (DS1 level)	6 days
• Enhanced Extended Loops (EELs) – (DS3 level)	Diagnostic

Availability:

Available

Notes:

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 Saturday is counted as a business day when the service order is due or completed on Saturday

2 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

3 Reporting will begin at the time CLECs order the product, in any quantity, for three consecutive months

OP-5 – New Service Quality

Purpose:
Evaluates the quality of ordering and installing new services (inward line service orders), focusing on the percentage of newly-installed service orders that are free of CLEC/customer-initiated trouble reports during the provisioning process and within 30 calendar days following installation completion, and focusing on the quality of Qwest's resolution of such conditions with respect to multiple reports

Description:
Measures two components of new service provisioning quality (OP-5A and -5B) and also reports a combined result (OP-5T), as described below, each as a percentage of all inward line service orders completed in the reporting period that are free of CLEC/customer-reported provisioning and repair trouble reports, as described below Also measures the percentage of all provisioning and repair trouble reports that constitute multiple trouble reports for the affected service orders (OP-5R)

- Orders for new services considered in calculating all components of this performance indicator are all inward line service orders completed in the reporting period, including Change (C-type) orders for additional lines/circuits, subject to exclusions shown below Change order types considered in these measurements consist of all C orders representing inward activity [NOTE 1]
- Orders for new service installations include conversions (Retail to CLEC, CLEC to CLEC, and same CLEC converting between products)
- Provisioning or repair trouble reports include both out of service and other service affecting conditions, such as features on a line that are missing or do not function properly upon conversion, subject to exclusions shown below

OP-5A: New Service Installation Quality Reported to Repair

- Measures the percentage of inward line service orders that are free of repair trouble reports [NOTE 2] within 30 calendar days of installation completion, subject to exclusions below
- Repair trouble reports are defined as CLEC/customer notifications to Qwest of out-of-service and other service affecting conditions for which Qwest opens repair tickets in its maintenance and repair management and tracking systems [NOTE 3] that are closed in the reporting period or the following month, [NOTE 4] subject to exclusions shown below [NOTE 5]
- Qwest is able to open repair tickets for repair trouble reports received from CLECs/customers once the service order is completed in Qwest's systems

OP-5B: New Service Provisioning Quality

- Measures the percentage of inward line service orders that are free of provisioning trouble reports during the provisioning process and within 30 calendar days of installation completion, subject to exclusions shown below
- Provisioning trouble reports are defined as CLEC notifications to Qwest of out of service or other service affecting conditions that are attributable to provisioning activities, including but not limited to LSR/service order mismatches and conversion outages For provisioning trouble reports, Qwest creates call center tickets in its call center database Subject to exclusions shown below, call center tickets closed in the reporting period or the following month [NOTE 4] are captured in this measurement Call center tickets closed to Network reasons will not be counted in OP-5B when a repair trouble report for that order is captured in OP-5A [NOTE 5, 6]

OP-5T: New Service Installation Quality Total

- Measures the percentage of inward line service orders that are free of repair or provisioning trouble reports during the provisioning process and within 30 calendar days of installation completion, subject to exclusion shown below

OP-5R: New Service Quality Multiple Report Rate

- Evaluates the quality of Qwest's responses to repair and provisioning trouble reports for inward line service orders completed in the reporting period This measurement reports, for those service orders that were *not* free of repair or provisioning trouble reports in OP-5A or OP-5B, the percentage of trouble reports affecting the same service orders that were followed by additional repair and provisioning trouble reports, as specified below
- Measures the percentage of all repair and provisioning trouble reports considered in OP-5A and OP-5B that are additional repair or provisioning trouble reports received by Qwest for the same

OP- 5 – New Service Quality (continued)

service order during the provisioning process or within 30 calendar days following installation completion

- Additional repair or provisioning trouble reports are defined as all such reports that are received following the first report (whether the first report is represented by a call center ticket or a repair ticket) relating to the same service order during the provisioning process or within 30 calendar days following installation completion In all cases, the trouble reports counted are those that are defined for OP-5A and OP-5B above [NOTE 7]

Reporting Period: One month, reported in arrears (i e , results first appear in reports one month later than results for measurements that are not reported in arrears), in order to cover the 30-day period following installation	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level

Formulas:

OP-5A = (Number inward line service orders completed in the reporting period – Number of inward line service orders with any repair trouble reports as specified above) – (Number of inward line service orders completed in the reporting period) x 100

OP-5B = (Number of inward line service orders completed in the reporting period – Number of inward line service orders with any provisioning trouble reports as specified above) – (Number of inward line service orders completed in the reporting period) x 100

OP-5T = ([Number of inward line service orders completed in the reporting period] – Number of inward line service orders with repair or provisioning trouble reports as defined above under OP-5A or OP-5B, as applicable) – (Number of inward line service orders completed in the reporting period) x 100

OP-5R = (Number of all repair and provisioning trouble reports, relating to inward line service orders closed in the reporting period as defined above under OP-5A or OP-5B, that constitute additional repair and provisioning trouble reports, within 30 calendar days following the installation date – Number of all repair and provisioning trouble reports relating to inward line service orders closed In the reporting period, as defined above under OP-5A or OP-5B) x 100

Exclusions:

Applicable to OP-5A, OP-5T and OP-5R

- Repair trouble reports attributable to CLEC or coded to non-Qwest reasons as follows
  - For products measured from MTAS data, repair 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), and Reports from other than the CLEC/customer that result in a charge if dispatched
  - For products measured from WFA (Workforce Administration) data, repair reports coded to codes for
    - Carrier Action (IEC), Customer Provided Equipment (CPE), Commercial power failure, Customer requested service order activity, and Other non-Qwest
  - Repair reports coded to disposition codes for referral to another department (i e , for non-repair ticket resolutions of non-installation-related problems, except cable cuts, which are not excluded)

Applicable to OP-5B, OP-5T and OP-5R only

- Provisioning trouble reports attributable to CLEC or non-Qwest causes
- Call center tickets relating to activities that occur as part of the normal process of conversion (i e , while Qwest is actively and properly engaged in process of converting or installing the service) Provisioning trouble reports involving service orders that, at the time of the calls, have fallen out for manual handling and been disassociated from the related service order, as applicable, will be considered as not in the normal process of conversion and will not be excluded

Applicable to OP-5A, OP-5B, OP-5T and OP-5R

- Repair or provisioning trouble reports related to service orders captured as misses under measurements OP-13 (Coordinated Cuts Timeliness) or OP-17 (LNP Timeliness)
- Subsequent repair or provisioning trouble reports of any trouble on the installed service before the

OP- 5 – New Service Quality (continued)

<table>
<tr><td colspan="2">original repair or provisioning trouble report is closed
• Service orders closed in the reporting period with App Dates earlier than eight months prior to the beginning of the reporting period
• Information tickets generated for internal Qwest system/network monitoring purposes
• Disconnect, From (another form of disconnect) and Record order types When out of service or service affecting problems are reported to the call center on conversion and move requests, the resulting call center ticket will be included in the calculation of the numerator in association with the related inward order type even when the call center ticket reflects the problem was caused by the Disconnect or From order
• Records involving official Qwest company services
Records missing data essential to the calculation of the measurement as defined herein</td></tr>
<tr><td>Product Reporting Categories:
• As specified below – one percentage result reported for each bulleted category under the sub-measurements shown</td><td>Standards:
OP-5A: Parity with retail service
OP-5B: Diagnostic for six months following first reporting After six months Benchmark (TBD)
OP-5T: Diagnostic
OP-5R: Diagnostic for six months following first reporting Possible standard (TBD)
(Where parity comparisons involve multiple service varieties in a product category, weighting based on the retail analogue volumes may be used if necessary to create a comparison that is not affected by different proportions of wholesale and retail analogue volumes in the same reporting category)</td></tr>
</table>

OP- 5 – New Service Quality (continued)

Product Reporting:	Standards:		
Reported under OP-5A, OP-5B, OP-5T and OP-5R: (Product categories may be combined as agreed upon by the parties in Long-Term PID Administration)			
	OP-5A	**OP-5B**	**OP-5T & OP-5R**
Resale			
Residential single line service	Parity with retail service	~~96.5%6 mo. Diagnostic; Benchmark TBD~~	Diagnostic
Business single line service	Parity with retail service	~~96.5%6 mo. Diagnostic; Benchmark TBD~~	Diagnostic
Centrex	Parity with retail service	~~96.5%6 mo. Diagnostic; Benchmark TBD~~	Diagnostic
Centrex 21	Parity with retail service	~~96.5%6 mo. Diagnostic; Benchmark TBD~~	Diagnostic
PBX Trunks	Parity with retail service	~~96.5%6 mo. Diagnostic; Benchmark TBD~~	Diagnostic
Basic ISDN	Parity with retail service	~~96.5%6 mo. Diagnostic; Benchmark TBD~~	Diagnostic
Qwest DSL	Parity with retail service	~~96.5%6 mo. Diagnostic; Benchmark TBD~~	Diagnostic
Primary ISDN	Parity with retail service	~~96.5%6 mo. Diagnostic; Benchmark TBD~~	Diagnostic
DS0	Parity with retail service	~~96.5%6 mo. Diagnostic; Benchmark TBD~~	Diagnostic
DS1	Parity with retail service	~~96.5%6 mo. Diagnostic; Benchmark TBD~~	Diagnostic
DS3 and higher bit-rate services (aggregate)	Parity with retail service	~~96.5%6 mo. Diagnostic; Benchmark TBD~~	Diagnostic
Frame Relay	Parity with retail service	~~6 mo. Diagnostic; Benchmark TBD~~	Diagnostic
• Unbundled Network Element – Platform (UNE-P) (POTS)	Parity with like retail service	~~96.5%6 mo. Diagnostic; Benchmark TBD~~	Diagnostic
• Unbundled Network Element – Platform (UNE-P) (Centrex 21)	Parity with retail Centrex 21	~~96.5%6 mo. Diagnostic; Benchmark TBD~~	Diagnostic
• Unbundled Network Element – Platform (UNE-P) (Centrex)	Parity with retail Centrex	~~96.5%6 mo. Diagnostic; Benchmark TBD~~	Diagnostic
Line Splitting	~~Diagnostic~~Parity with retail Qwest DSL	~~96.5% Diagnostic~~	Diagnostic
Loop Splitting [NOTE 8]	Diagnostic	Diagnostic	Diagnostic
Line Sharing	Parity with retail RES & BUS POTS	~~96.5%6 mo. Diagnostic; Benchmark TBD~~	Diagnostic
Sub-Loop Unbundling	Diagnostic	Diagnostic	Diagnostic
Unbundled Loops			
Analog Loop	Parity with retail Res & Bus POTS with dispatch	~~96.5%6 mo. Diagnostic; Benchmark TBD~~	Diagnostic
Non-loaded Loop (2-wire)	Parity with retail ISDN BRI	~~96.5%6 mo. Diagnostic; Benchmark TBD~~	Diagnostic
Non-loaded Loop (4-wire)	Parity with retail DS1	~~96.5%6 mo. Diagnostic; Benchmark TBD~~	Diagnostic
DS1-capable Loop	Parity with retail DS1	~~96.5%6 mo. Diagnostic; Benchmark TBD~~	Diagnostic

OP- 5 – New Service Quality (continued)

xDSL-I capable Loop	Parity with retail Qwest DSL	96.5% is replacing Diagnostic	Diagnostic
ISDN-capable Loop	Parity with retail ISDN BRI	96.5%6 mo. Diagnostic; Benchmark TBD	Diagnostic
ADSL-qualified Loop	Parity with retail Qwest DSL with dispatch	96.5%6 mo. Diagnostic; Benchmark TBD	Diagnostic
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate services (aggregate)	96.5%6 mo. Diagnostic; Benchmark TBD	Diagnostic
Dark Fiber - Loop	Diagnostic	Diagnostic	Diagnostic

OP- 5 – New Service Quality (continued)

• Enhanced Extended Loops (EELs) – (DS0 level)	Diagnostic until volume criteria are met	~~96.5% Diagnostic until volume criteria are met~~	Diagnostic
• Enhanced Extended Loops (EELs) – (DS1 level)	Parity with retail DS1 Private Line	~~96.5% 6 mo. Diagnostic; Benchmark TBD~~	Diagnostic
• Enhanced Extended Loops (EELs) – (above DS1 level)	Diagnostic until volume criteria are met	~~96.5% Diagnostic until volume criteria are met~~	Diagnostic

Reported under OP-5A and under OP-5R (per OP-5A specifications):

	OP-5A	OP-5R
• LIS Trunks	Parity with Feature Group D (aggregate)	Diagnostic
Unbundled Dedicated Interoffice Transport (UDIT)		
UDIT (DS1 Level)	Parity with Retail Private Lines (DS1)	Diagnostic
UDIT (Above DS1 Level)	Parity with Retail Private Lines (Above DS1 level)	Diagnostic
Dark Fiber - IOF	Diagnostic	Diagnostic
• E911/911 Trunks	Parity with Retail E911/911 Trunks	Diagnostic

Availability:

Available

Notes:

1 The specified Change order types representing inward activity exclude Change orders that do not involve installation of lines (in both wholesale and retail results) Specifically this measurement does not include changes to existing lines, such as number changes and PIC changes

2 Including consideration of repeat repair trouble reports (i e , additional reports of trouble related to the same newly-installed line/circuit that are received after the preceding repair report is closed and within 30 days following installation completion) to complete the determination of whether the newly-installed line/circuit was trouble free within 30 days of installation

3 Qwest's repair management and tracking systems consist of WFA (Work Force Administration), MTAS (Maintenance Tracking and Administration System), and successor repair systems, if any, as applicable to obtain the repair report data for this measurement Not included are Call Center Database systems supporting call centers in logging calls from customers regarding problems or other inquiries (see OP-5B and OP-5T)

4 The "following month" includes also the period of a few business days (typically four or five) afterward, up to the time when Qwest pulls the repair data to begin processing results for this measurement

5 Includes repair and provisioning trouble reports generated by new processes that supersede or supplement existing processes for submitting repair and provisioning trouble reports as specified in Qwest's documented or agreed upon procedures

6 For purposes of calculating OP-5B, a call center ticket for multiple orders with provisioning trouble reports will result in all orders reporting trouble counting as a miss in OP-5B If a repair trouble report(s) is received for the same orders, the number of orders counted as a miss in OP-5B for Network reasons will be reduced by the number of orders with repair troubles counted as a miss in OP-5A

7 OP-5R will be counted on a per ticket basis

8 Reporting will begin at the time CLECs order the product, in any quantity, for three consecutive months

OP-6 – Delayed Days

Purpose:
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

Description:
OP-6A – Measures the average number of business days [NOTE 1] that service is delayed beyond the Applicable Due Date for non-facility reasons attributed to Qwest

- 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

OP-6B – Measures the average number of business days [NOTE 1] that service is delayed beyond the Applicable Due Date for facility reasons attributed to Qwest

- 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

For both OP-6A and OP-6B

- Change order types for additional lines consist of "C" orders representing inward activity
- 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 [NOTE 2]
- 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 [NOTE 2]

Reporting Period One month	**Unit of Measure:** Average Business Days

Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level • 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 1 Dispatches within MSAs, 2 Dispatches outside MSAs, and 3 No dispatches • Results for products/services listed in Product Reporting under "Zone-type Disaggregation" will be disaggregated according to installations 4 In Interval Zone 1 areas, and 5 In Interval Zone 2 areas

Formula:
OP-6A = ∑[(Actual Completion Date of late order for non-facility reasons) – (Applicable Due Date of late order) – (Time intervals associated with customer-initiated due date changes or delays occurring after the Applicable Due Date)] – (Total Number of Late Orders for non-facility reasons completed in the reporting period)

OP-6B = ∑[(Actual Completion Date of late order for facility reasons) – (Applicable Due Date of late order)] – (Time intervals associated with customer-initiated due date changes or delays occurring after the Applicable Due Date) – (Total Number of Late Orders for facility reasons completed in the reporting period)

OP- 6 – Delayed Days (continued)

Exclusions:

- Orders affected only by delays that are solely for customer and/or CLEC reasons
- Disconnect, From (another form of disconnect) and Record order types
- Records involving official company services
- Records with invalid due dates or application dates
- Records with invalid completion dates
- Records with invalid product codes
- Records missing data essential to the calculation of the measurement per the PID

Product Reporting:	**Standards:**
MSA-Type Disaggregation -	
• 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 21)	Parity with retail Centrex 21
• Unbundled Network Element – Platform (UNE-P) (Centrex)	Parity with retail Centrex
• Line Splitting	Parity with retail Qwest DSL
• Loop Splitting NOTE 3	Diagnostic
• Line Sharing	Parity with retail Qwest DSL
• Sub-Loop Unbundling	Diagnostic
Zone-type Disaggregation -	
• 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- Service
UDIT – Above DS1 level	Parity with retail Private Line- Services above DS1 level
Dark Fiber – IOF	Diagnostic
• Unbundled Loops	
Analog Loop	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
xDSL-l capable Loop	Parity with retail Qwest DSL, with dispatch
ISDN-capable Loop	Parity with retail ISDN BRI

OP- 6 – Delayed Days (continued)

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
• E911/911 Trunks	Parity with retail E911/911 Trunks
• Enhanced Extended Loops (EELs) – (DS0 level)	Diagnostic
• Enhanced Extended Loops (EELs) – (DS1 level)	OP-6A Parity with retail DS1 Private Line OP-6B Diagnostic
• Enhanced Extended Loops (EELs) – (DS3 level)	Diagnostic

Availability:	**Notes:**
Available	1 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, Saturday is counted as a business day when the service order is due or completed on Saturday 2 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 3 Reporting will begin at the time CLECs order the product, in any quantity, for three consecutive months

OP-7 – Coordinated "Hot Cut" Interval – Unbundled Loop

Purpose:
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

Description:
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

- Includes all coordinated hot cuts of unbundled loops that are completed/closed during the reporting period, subject to exclusions specified below
- "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
- "Lift" time is defined as when Qwest disconnects the existing loop
- "Completion time" is defined as when Qwest completes the applicable tests after connecting the loop to the CLEC

Reporting Period: One month	**Unit of Measure:** Hours and Minutes
Reporting Comparisons: CLEC aggregate and individual CLEC results	**Disaggregation Reporting:** Statewide level

Formula:
Σ[Completion time – Lift time] – (Total Number of unbundled loops with coordinated cutovers completed in the reporting period)

Exclusions:

- Time intervals associated with CLEC-caused delays
- Records missing data essential to the calculation of the measurement per the PID
- Invalid start/stop dates/times or invalid scheduled date/times

Product Reporting: Coordinated Unbundled Loops – Reported separately for • Analog Loops • All other Loop Types	**Standard:** **CO:** 1 hour **All Other States:** Diagnostic in light of OP-13 (Coordinated Cuts On Time)
Availability: Available	**Notes:**

OP-8 – Number Portability Timeliness

Purpose:
Evaluates the timeliness of cutovers of local number portability (LNP)

Description:
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
- All orders for LNP coordinated with unbundled loops that are completed/closed during the reporting period are measured, subject to exclusions specified below

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
- 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

- 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
- "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

Reporting Period: One month	**Unit of Measure:** Percent of triggers set on time
Reporting Comparisons: CLEC aggregate and individual CLEC results	**Disaggregation Reporting:** Statewide level

Formula:
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

Exclusions:
- CLEC-caused delays in trigger setting
- LNP requests that do not involve automatic triggers (e g , DID lines without separate, unique telephone numbers and Centrex 21)
- LNP requests for which the records used as sources of data for these measurements have the following types of errors
  - Records with no PON (purchase order number) or STATE
  - Records where triggers cannot be set due to switch capabilities
  - Records with invalid due dates, application dates, or start dates
  - Records with invalid completion dates
  - Records missing data essential to the calculation of the measurement per the PID
  - Invalid start/stop dates/times or invalid frame due or scheduled date/times

Product Reporting: None	**Standard:** 95%
Availability: Available	**Notes:**

OP-13 – Coordinated Cuts On Time – Unbundled Loop

Purpose:
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

Description:

- Includes all LSRs for coordinated cuts of unbundled loops that are completed/closed during the reporting period, subject to exclusions specified below
- 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
- OP-13B – Measures the percentage of all LSRs for coordinated cuts of unbundled loops that are actually started without CLEC approval
- "Scheduled start time" is defined as the confirmed appointment time (as stated on the FOC), or a newly negotiated appointment time
- 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
  - Analog unbundled loops

1 to 16 lines	1 Hour
17 to 24 lines	2 Hours
25+ lines	Project*

  - All other unbundled loops

1 to 5 lines	1 Hour
6 to 8 lines	2 Hours
9 to 11 lines	3 Hours
12 to 24 lines	4 Hours
25+ lines	Project*

  *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)
- "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
- Time intervals following the scheduled start time or during the cutover process associated with customer-caused delays are subtracted from the actual cutover duration
- 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

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate and individual CLEC results	**Disaggregation Reporting:** Statewide level Results for this measurement will be reported according to OP-13A Cuts Completed On Time OP-13B Cuts Started Without CLEC Approval

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

Formula:

OP-13A = [(Count of LSRs for Coordinated Unbundled Loop cuts completed "On Time") – (Total Number of LSRs for Coordinated Unbundled Loop Cuts completed in the reporting period)] x 100

OP-13B = [(Count of LSRs for Coordinated Unbundled Loop cuts whose actual start time occurs without CLEC approval) – (Total Number of LSRs for Coordinated Unbundled Loop Cuts completed in the reporting period)] x 100

Exclusions:

Applicable to OP-13A

- Loop cuts that involve CLEC-requested non-standard methodologies, processes, or timelines

OP-13A & OP-13B

- Records with invalid completion dates
- Records missing data essential to the calculation of the measurement per the PID which are not otherwise designated to be "counted as a miss"
- Invalid start/stop dates/times or invalid scheduled date/times
- Projects involving 25 or more lines

Product Reporting: Coordinated Unbundled Loops – Reported separately for • Analog Loops • All Other Loops	**Standards:** **OP-13A** **AZ:** 90 Percent or more **All Other States:** 95 Percent or more **OP-13B** Diagnostic
Availability: Available	**Notes:**

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

Purpose:
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

Description:
OP-15A – Measures the average number of business days that pending orders are delayed beyond the Applicable Due Date for reasons attributed to Qwest

- 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
- 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 NOTE 1
- 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 NOTE 1

OP-15B – Reports the number of pending orders measured in the numerator of OP-15A that were delayed for Qwest facility reasons

Reporting Period One month	**Unit of Measure:** OP-15A – Average Business Days NOTE 2 OP-15B – Number of orders pending facilities
Reporting Comparisons: CLEC aggregate, individual CLEC, Qwest retail	**Disaggregation Reporting:** Statewide

Formula:

OP-15A = $\sum$[(Last Day of Reporting Period) – (Applicable Due Date of Late Pending Order) - (Time intervals associated with customer-initiated due date changes or delays occurring after the Applicable Due Date)] – (Total Number of Pending Orders Delayed for Qwest reasons as of the last day of Reporting Period)

OP-15B = Count of pending orders measured in numerator of OP-15A that were delayed for Qwest facility reasons

Exclusions:

- Disconnect, From (another form of disconnect) and Record order types
- Records involving official company services
- Records with invalid due dates or application dates
- Records with invalid product codes
- Records missing data essential to the calculation of the measurement per the PID

OP-15 – Interval for Pending Orders Delayed Past Due Date (continued)

Product Reporting:	**Standards:** OP-15B = diagnostic only For OP-15A
• 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)
Centex 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 21)	Diagnostic (Expectation Parity with retail Centrex 21)
• Unbundled Network Element – Platform (UNE-P) (Centrex)	Diagnostic (Expectation Parity with retail Centrex)
• Line Splitting	Diagnostic (Expectation Parity with retail Qwest DSL)
• Loop Splitting [NOTE 3]	Diagnostic
• Line Sharing	Diagnostic (Expectation Parity with retail Qwest DSL)
• 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 Loops (EELs)	Diagnostic

OP-15 – Interval for Pending Orders Delayed Past Due Date (continued)

Availability:	Notes:
Available	1 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 2 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 For all other non-dispatched products and for all dispatched products under OP-15A, Saturday is not counted as a business day 3 Reporting will begin at the time CLECs order the product, in any quantity, for three consecutive months

OP-17 – Timeliness of Disconnects associated with LNP Orders

Purpose:
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

Description:
OP-17A

- 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
  - Focuses on disconnects associated with timely CLEC requests for delaying the disconnects or no requests for delays
  - 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
  - A CLEC request for delay of disconnection is considered timely if received by Qwest before 8 00 p m MT on the current due date of the LNP order recorded by Qwest

OP-17B

- 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
  - Includes only disconnects associated with untimely CLEC requests for delaying the disconnects
  - A CLEC request for delay of disconnection is considered "untimely" if received by Qwest after 8 00 p m MT on the current due date of the LNP order recorded by Qwest and before 12 00 p m MT (noon) on the day after the current due date
- Disconnects are defined as the removal of switch translations, including the 10-digit trigger
- 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 four calendar days of the actual disconnect date, that are confirmed to be caused by disconnects being made before the scheduled time
- Includes all CLEC orders for LNP TNs completed in the reporting period, subject to exclusions specified below

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC Aggregate and Individual CLEC	**Disaggregation Reporting:** Statewide

Formula:
[(Total number of LNP TNs ported pursuant to orders completed in the reporting period – Number of TNs with qualifying trouble reports notifying Qwest that disconnection before the scheduled time has occurred) – Total Number of LNP TNs ported pursuant to orders completed in the reporting period] x 100

OP-17 – Timeliness of Disconnects associated with LNP Orders (continued)

Exclusions:

OP-17A only

- Trouble reports notifying Qwest of early disconnects associated with situations for which the CLEC has failed to submit timely requests to have disconnects held for later implementation

OP-17A & B

- Trouble reports not related to valid requests (LSRs) for LNP and associated disconnects
- LNP requests that do not involve automatic triggers (e g , DID lines without separate, unique TNs, and Centrex 21)
- Records with invalid trouble receipt dates
- Records with invalid cleared, closed or due dates
- Records with invalid product codes
- Records missing data essential to the calculation of the measurement per the PID

OP-17B only

- Trouble reports notifying Qwest of early disconnects associated with situations for which the CLEC did not submit its untimely requests by 12 00 p m MT (noon) on the day after the LNP due date to have disconnects held for later implementation

Product Reporting: LNP	**Standards:** OP-17A – 98 25% OP-17B – Diagnostic only, in light of its measuring only requests for delay of disconnect that are defined as untimely
Availability: Available	**Notes:**

Maintenance and Repair

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

<table>
<tr><td colspan="2">Purpose:
Evaluates Customer access to Qwest's Interconnection and/or Retail Repair Center(s), focusing on the number of calls answered within 20 seconds</td></tr>
<tr><td colspan="2">Description:
Measures the percentage of Interconnection and/or Retail Repair Center calls answered within 20 seconds of the first ring
• Includes all calls to the Interconnect Repair Center during the reporting period, subject to exclusions specified below
• First ring is defined as when the customer's call is first placed in queue by the ACD (Automatic Call Distributor)
• Answer is defined as when the call is first picked up by the Qwest agent
• Abandoned calls and busy calls are counted as calls which are not answered within 20 seconds</td></tr>
<tr><td>Reporting Period: One month</td><td>Unit of Measure: Percent</td></tr>
<tr><td>Reporting Comparisons: CLEC aggregate and Qwest Retail levels</td><td>Disaggregation Reporting: Region-wide level</td></tr>
<tr><td colspan="2">Formula:
[(Total Calls Answered by Center within 20 seconds) – (Total Calls received by Center)] x 100</td></tr>
<tr><td colspan="2">Exclusions: Time spent in the VRU (Voice Response Unit) is not counted</td></tr>
<tr><td>Product Reporting: None</td><td>Standard Parity</td></tr>
<tr><td>Availability:
Available</td><td>Notes:</td></tr>
</table>

MR-3 – Out of Service Cleared within 24 Hours

Purpose:
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)

Description:
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

- 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
- Time measured is from date and time that Qwest is first notified of the trouble by CLEC to date and time trouble is cleared

Reporting Period: One month	**Unit of Measure:** Percent

Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level • 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 • 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

Formula:
[(Number of Out of Service Trouble Reports closed in the reporting period that are cleared within 24 hours) – (Total Number of Out of Service Trouble Reports closed in the reporting period)] x 100

Exclusions:

- Trouble reports coded as follows
  - For products measured from MTAS data (products listed for MSA-type disaggregation), 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)
  - 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)
- Subsequent trouble reports of any trouble before the original trouble report is closed
- Information tickets generated for internal Qwest system/network monitoring purposes
- Time delays due to "no access" are excluded from repair time for products/services listed in Product Reporting under "Zone-type Disaggregation"
- For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports involving a "no access" delay
- Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete
- Records involving official company services
- Records with invalid trouble receipt dates
- Records with invalid cleared or closed dates
- Records with invalid product codes
- Records missing data essential to the calculation of the measurement per the PID

MR-3 – Out of Service Cleared within 24 Hours (Continued)

Product Reporting:	**Standards:**
MSA-Type Disaggregation -	
• 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 21)	Parity with retail Centrex 21
• Unbundled Network Element – Platform (UNE-P) (Centrex)	Parity with retail Centrex
• Line Splitting	~~TBD~~Parity with retail Qwest DSL
• Loop Splitting NOTE 1	Diagnostic
• Line Sharing	**CO:** Parity with Qwest DSL
	All Other States: Parity with RES and BUS POTS
• Sub-Loop Unbundling	**CO:** Parity with retail ISDN-BRI
	All Other States: Diagnostic
Zone-type Disaggregation -	
• 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
xDSL-I capable Loop	Parity with retail Qwest IDSL
ISDN-capable Loop	Parity with ISDN-BRI
ADSL-qualified Loop	Parity with retail Qwest DSL
Availability: Available	**Notes:** 1 Reporting will begin at the time CLECs order the product, in any quantity, for three consecutive months

MR-4 – All Troubles Cleared within 48 hours

Purpose:
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)

Description:
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

- Includes all trouble reports, closed during the reporting period, which involve a specified service, subject to exclusions specified below
- Time measured is from date and time that Qwest is first notified of the trouble by CLEC to date and time trouble is cleared

Reporting Period: One month	**Unit of Measure:** Percent

Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level • 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 • 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

Formula:
[(Total Trouble Reports closed in the reporting period that are cleared within 48 hours) – (Total Trouble Reports closed in the reporting period)] x 100

Exclusions:

- Trouble reports coded as follows
  - For products measured from MTAS data (products listed for MSA-type disaggregation), 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)
  - 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)
- Subsequent trouble reports of any trouble before the original trouble report is closed
- Information tickets generated for internal Qwest system/network monitoring purposes
- Time delays due to "no access" are excluded from repair time for products/services listed in Product Reporting under "Zone-type Disaggregation"
- For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports involving a "no access" delay
- Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete
- Records involving official company services
- Records with invalid trouble receipt dates
- Records with invalid cleared or closed dates
- Records with invalid product codes
- Records missing data essential to the calculation of the measurement per the PID

MR-4 – All Troubles Cleared within 48 Hours (Continued)

Product Reporting:	**Standards:**
MSA-Type Disaggregation -	
• 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 21)	Parity with retail Centrex 21
• Unbundled Network Element – Platform (UNE-P) (Centrex)	Parity with retail Centrex
• Line Splitting	~~TBD~~Parity with retail Qwest DSL
• Loop Splitting [NOTE 1]	Diagnostic
• Line Sharing	Parity with RES and BUS POTS
• Sub-Loop Unbundling	Diagnostic
Zone-Type Disaggregation -	
• 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
xDSL-l capable Loop	Parity with retail Qwest IDSL
ISDN-capable Loop	Parity with retail ISDN-BRI
ADSL-qualified Loop	Parity with retail Qwest DSL
Availability: Available	**Notes:** 1 Reporting will begin at the time CLECs order the product, in any quantity, for three consecutive months

MR-5 – All Troubles Cleared within 4 hours

Purpose:
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)

Description:
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

- Includes all trouble reports, closed during the reporting period, which involve a specified service, subject to exclusions specified below
- Time measured is from date and time that Qwest is first notified of the trouble by CLEC to date and time trouble is cleared

Reporting Period: One month	**Unit of Measure** Percent
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** 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

Formula:
[(Number of Trouble Reports closed in the reporting period that are cleared within 4 hours) – (Total Trouble Reports closed in the reporting period)] x 100

Exclusions:

- Trouble reports coded as follows
  - 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)
- Subsequent trouble reports of any trouble before the original trouble report is closed
- Information tickets generated for internal Qwest system/network monitoring purposes
- Time delays due to "no access" are excluded from repair time
- Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete
- Records involving official company services
- Records with invalid trouble receipt dates
- Records with invalid cleared or closed dates
- Records with invalid product codes
- Records missing data essential to the calculation of the measurement per the PID

MR-5 – All Troubles Cleared within 4 hours (continued)

Product Reporting:	**Standards:**
Zone-Type Disaggregation -	
• 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 Loops (EELs) – (DS0 level)	Diagnostic
• Enhanced Extended Loops (EELs) – (DS1 level)	Parity with retail DS1 Private Line
• Enhanced Extended Loops (EELs) – (DS3 level)	Diagnostic
Availability: Available	**Notes:**

MR-6 – Mean Time to Restore

Purpose:
Evaluates timeliness of repair, focusing how long it takes to restore services to proper operation

Description:
Measures the time actually taken to clear trouble reports

- Includes all trouble reports closed during the reporting period, subject to exclusions specified below
- Includes customer direct reports, customer-relayed reports, and test assist reports that result in a trouble report
- Time measured is from date and time that Qwest is first notified of the trouble by CLEC to date and time trouble is cleared

Reporting Period: One month	**Unit of Measure:** Hours and Minutes

Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level • Results for product/services listed in Product Reporting under "MSA-Type Disaggregation" will be reported according to trouble reports involving MR-6A Dispatches within MSAs, MR-6B Dispatches outside MSAs, and MR-6C No dispatches • Results for products/services listed in Product Reporting under "Zone-type Disaggregation" will be disaggregated according to trouble reports involving MR-6D In Interval Zone 1 areas, and MR-6E In Interval Zone 2 areas

Formula:
Σ[(Date & Time Trouble Report Cleared) – (Date & Time Trouble Report Opened)] – (Total number of Trouble Reports closed in the reporting period)

Exclusions:

- Trouble reports coded as follows
  - For products measured from MTAS data (products listed for MSA-type disaggregation), 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)
  - 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)
- Subsequent trouble reports of any trouble before the original trouble report is closed
- Information tickets generated for internal Qwest system/network monitoring purposes
- Time delays due to "no access" are excluded from repair time for products/services listed in Product Reporting under "Zone-type Disaggregation"
- For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports involving a "no access" delay
- Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete
- Records involving official company services
- Records with invalid trouble receipt dates
- Records with invalid cleared or closed dates
- Records with invalid product codes
- Records missing data essential to the calculation of the measurement per the PID

MR-6 – Mean Time to Restore (Continued)

Product Reporting:	Standards:
MSA-Type Disaggregation -	
• 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 21)	Parity with retail Centrex 21
• Unbundled Network Element – Platform (UNE-P) (Centrex)	Parity with retail Centrex
• Line Splitting	~~TBD~~Parity with retail Qwest DSL
• Loop Splitting NOTE 1	Diagnostic
• Line Sharing	**CO:** Parity with Qwest DSL
	All Other States: Parity with RES and BUS POTS
• Sub-Loop Unbundling	**CO:** Parity with retail ISDN-BRI
	All Other States: Diagnostic
Zone-Type Disaggregation -	
• 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
xDSL-I capable Loop	Parity with retail Qwest IDSL
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 Loops (EELs) – (DS0 level)	Diagnostic
• Enhanced Extended Loops (EELs) – (DS1 level)	Parity with retail DS1 Private Line

MR-6 – Mean Time to Restore (Continued)

• Enhanced Extended Loops (EELs) – (DS3 level)	Diagnostic
Availability: Available	**Notes:** 1 Reporting will begin at the time CLECs order the product, in any quantity, for three consecutive months

MR-7 – Repair Repeat Report Rate

Purpose:
Evaluates the accuracy of repair actions, focusing on the number of repeated trouble reports received for the same line/circuit within a specified period (30 calendar days)

Description:
Measures the percentage of trouble reports that are repeated within 30 days on end user lines and circuits

- Includes all trouble reports closed during the reporting period that have a repeated trouble report received within thirty (30) days of the initial 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
- In determining same service Qwest will compare the end user telephone number or circuit access code of the initial trouble reports closed during the reporting period with reports received within 30 days of when the initial trouble report closed
- Includes reports due to Qwest network or system causes, customer-direct and customer-relayed reports
- The 30-day period applied in the numerator of the formula below is from the date and time that the initial trouble report is closed to the date and time that the next, or "repeat" trouble report is received (i e , opened)

Reporting Period: One month, reported in arrears (i e , results first appear in reports one month later than results for measurements that are not reported in arrears), in order to cover the 30-day period following the initial trouble report	**Unit of Measure:** Percent

Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level • Results for product/services listed in Product Reporting under "MSA-Type Disaggregation" will be reported according to trouble reports involving MR-7A Dispatches within MSAs, MR-7B Dispatches outside MSAs, and MR-7C No dispatches • Results for products/services listed in Product Reporting under "Zone-type Disaggregation" will be disaggregated according to trouble reports involving MR-7D In Interval Zone 1 areas, and MR-7E In Interval Zone 2 areas

Formula:
[(Total trouble reports closed within the reporting period that had a repeated trouble report received within 30 calendar days of when the initial trouble report closed) – (Total number of Trouble Reports Closed in the reporting period)] x 100

Exclusions:

- Trouble reports coded as follows
  - For products measured from MTAS data (products listed for MSA-type disaggregation), 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)
  - 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)
- Subsequent trouble reports of any trouble before the original trouble report is closed
- Information tickets generated for internal Qwest system/network monitoring purposes
- Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete
- Records involving official company services

MR-7 – Repair Repeat Report Rate (Continued)

• Records with invalid trouble receipt dates • Records with invalid cleared or closed dates • Records with invalid product codes • Records missing data essential to the calculation of the measurement per the PID	
Product Reporting: **MSA-Type Disaggregation -**	**Standards:**
• 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 21)	Parity with retail Centrex 21
• Unbundled Network Element – Platform (UNE-P) (Centrex)	Parity with retail Centrex
• Line Splitting	Parity with Qwest Retail DSL
• Loop Splitting NOTE 1	Diagnostic
• Line Sharing	**AZ & CO:** Parity with Qwest Retail DSL
	All Other States: Diagnostic Comparison with Qwest Retail DSL
• Sub-Loop Unbundling	**CO:** Parity with Retail ISDN-BRI
	All Other States: Diagnostic
Zone-Type Disaggregation -	
• 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
xDSL-I capable Loop	Parity with retail Qwest IDSL
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

MR-7 – Repair Repeat Report Rate (Continued)

• Enhanced Extended Loops (EELs) – (DS0 level)	Diagnostic
• Enhanced Extended Loops (EELs) – (DS1 level)	Parity with retail DS1 Private Line
• Enhanced Extended Loops (EELs) – (DS3 level)	Diagnostic
Availability: Targeted availability with July 2004 results reported in September 2004	**Notes:** 1 Reporting will begin at the time CLECs order the product, in any quantity, for three consecutive months

MR-8 – Trouble Rate

Purpose: Evaluates the overall rate of trouble reports as a percentage of the total installed base of the service or element	
Description: Measures trouble reports by product and compares them to the number of lines in service • Includes all trouble reports closed during the reporting period, subject to exclusions specified below • Includes all applicable trouble reports, including those that are out of service and those that are only service-affecting	
Reporting Period: One month	**Unit of Measure** Percent
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting** Statewide level
Formula: [(Total number of trouble reports closed in the reporting period involving the specified service grouping) – (Total number of the specified services that are in service in the reporting period)] x 100	
Exclusions: • Trouble reports coded as follows – 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) – For products measured from WFA data trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE) • Subsequent trouble reports of any trouble before the original trouble report is closed • Information tickets generated for internal Qwest system/network monitoring purposes • Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete • Records involving official company services • Records with invalid trouble receipt dates • Records with invalid cleared or closed dates • Records with invalid product codes • Records missing data essential to the calculation of the measurement per the PID	

MR-8 – Trouble Rate (continued)

Product Reporting:	Standards:
• 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 21)	Parity with retail Centrex 21
• Unbundled Network Element – Platform(UNE-P) (Centrex)	Parity with retail Centrex
• Line Splitting	~~TBD~~Parity with retail Qwest DSL
• Loop Splitting NOTE 1	Diagnostic
• Line Sharing	**CO:** Parity with Qwest DSL
	All Other States: Parity with RES and BUS POTS
• Sub-Loop Unbundling	**CO:** Parity with retail ISDN-BRI
	All Other States: 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
xDSL-I capable Loop	Parity with retail Qwest IDSL
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 Loops (EELs) – (DS0 level)	Diagnostic
• Enhanced Extended Loops (EELs) – (DS1 level)	Parity with retail DS1 Private Line

MR-8 – Trouble Rate (continued)

• Enhanced Extended Loops (EELs) – (DS3 level)	Diagnostic
Availability: Available	**Notes:** 1 Reporting will begin at the time CLECs order the product, in any quantity, for three consecutive months

MR-9 – Repair Appointments Met

Purpose:
Evaluates the extent to which Qwest repairs services for Customers by the appointment date and time

Description:
Measures the percentage of trouble reports for which the appointment date and time is met

- Includes all trouble reports closed during the reporting period, subject to exclusions specified below
- Time measured is from date and time that Qwest is first notified of the trouble by CLEC to date and time trouble is cleared

Reporting Period: One month	**Unit of Measure:** Percent

Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** 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

Formula:
[(Total Trouble Reports Cleared by appointment date and time) – (Total Trouble Reports Closed in the Reporting Period)] x 100

Exclusions:

- Trouble reports coded as follows
  - 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)
- Subsequent trouble reports of any trouble before the original trouble report is closed
- Information tickets generated for internal Qwest system/network monitoring purposes
- 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
- Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete
- Records involving official company services
- Records with invalid trouble receipt dates
- Records with invalid cleared or closed dates
- Records with invalid product codes
- Records missing data essential to the calculation of the measurement per the PID

Product Reporting:	**Standard:** Parity
Resale Residential single line service Business single line service Centrex Centrex 21 PBX Trunks Basic ISDN Unbundled Elements – Platform (UNE-P) (POTS)	
Availability: Available	**Notes:**

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

Purpose:
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

Description:
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

- 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) and trouble reports involving a "no access" delay for MSA type disaggregated products
- For products measured from WFA (Workforce Administration) data trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE)

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level

Formula:
[(Number of Trouble Reports coded to disposition codes specified above) – (Total Number of Trouble Reports Closed in the Reporting Period)] x 100

Exclusions:

- Subsequent trouble reports of any trouble before the original trouble report is closed
- Information tickets generated for internal Qwest system/network monitoring purposes
- Records involving official company services
- Records with invalid trouble receipt dates
- Records with invalid cleared or closed dates
- Records with invalid product codes
- Records missing data essential to the calculation of the measurement per the PID
- Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete

MR-10 Customer and Non-Qwest Related Trouble Reports (continued)

Product Reporting:	**Standards:**
• 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 21)	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
xDSL-I 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
Availability: Available	**Notes:**

MR-11 – LNP Trouble Reports Cleared within 24 Hours

Purpose:
Evaluates timeliness of clearing LNP trouble reports, focusing on the degree to which residence and business, disconnect-related, out-of-service trouble reports are cleared within four business hours and all LNP-related trouble reports are cleared within 48 hours

Description:

MR-11A Measures the percentage of specified LNP-only (i e , not unbundled-loop), residence and business, out-of-service trouble reports that are cleared within four business hours of Qwest receiving these trouble reports from CLECs

- Includes only trouble reports that are received on or before the currently-scheduled due date of the actual LNP-related disconnect time/date, or the next business day, that are confirmed to be caused by disconnects being made before the scheduled time, and that are closed during the reporting period, subject to exclusions specified below

MR-11B Measures the percentage of specified LNP-only trouble reports that are cleared within 48 hours of Qwest receiving these trouble reports from CLECs

- Includes all LNP-only trouble reports, received within four calendar days of the actual LNP-related disconnect date and closed during the reporting period

- The "currently-scheduled due date/time" is the original due date/time established by Qwest in response to CLEC/customer request for disconnection of service ported via LNP or, if CLEC submits to Qwest a timely or untimely request for delay of disconnection, it is the CLEC/customer-requested later date/time
- A request for delay of disconnection is considered timely if received by Qwest before 8 00 p m MT on the due date that Qwest has on record at the time of the request
- A request for delay of disconnection is considered untimely if received by Qwest after 8 00 p m MT on the due date and before 12 00 p m MT (noon) on the day after the due date
- Time measured is from the date and time Qwest receives the trouble report to the date and time trouble is cleared

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC Aggregate and Individual CLEC	**Disaggregation Reporting:** Statewide level (all are "non-dispatched")

Formula:

MR-11A = [(Number of specified out-of-service LNP-only Trouble Reports, for LNP-related troubles confirmed to be caused by disconnects, that Qwest executed before the currently-scheduled due date/time, that were closed in the reporting period and cleared within four business hours) – (Total Number of specified out of service LNP-only Trouble Reports for LNP-related troubles confirmed to be caused by disconnects that Qwest executed before the currently-scheduled due date/time, that were closed in the reporting period)] x 100

MR-11B = [(Number of specified LNP-only Trouble Reports closed in the reporting period that were cleared within 48 hours) – (Total Number of specified LNP-only Trouble Reports closed in the reporting period)] x 100

MR-11 – LNP Trouble Reports Cleared within 24 Hours (Continued)

<table>
<tr><td colspan="2">Exclusions:
• Trouble reports attributed to customer or non-Qwest reasons
• Trouble reports not related to valid requests (LSRs) for LNP and associated disconnects
• Subsequent trouble reports of LNP trouble before the original trouble report is closed
• For MR-11B only Trouble reports involving a "no access" delay
• Information tickets generated for internal Qwest system/network monitoring purposes
• Records involving official company services
• Records with invalid trouble receipt dates
• Records with invalid cleared or closed dates
• Records with invalid product codes
• Records missing data essential to the calculation of the measurement per the PID</td></tr>
<tr><td>Product Reporting: LNP</td><td>Standards:
<u>MR-11A</u>
• If OP-17 result meets its standard, the MR-11A standard is Diagnostic
• If OP-17 result does not meet its standard, the MR-11A standard is as follows
– For 0-20 trouble reports* No more than 1 ticket cleared in > four business hours
– For > 20 trouble reports* The lesser of 95% or Parity with MR-3C results for Retail Residence and Business

<u>MR-11B</u>
• For 0-20 trouble reports** No more than 1 ticket cleared > 48 hours
• For > 20 trouble reports** The lesser of 95% or Parity with MR-4C results for Retail Residence and Business

* Based on MR-11A denominator

** Based on MR-11B denominator</td></tr>
<tr><td>Availability:
Available</td><td>Notes:</td></tr>
</table>

Billing

BI-1 – Time to Provide Recorded Usage Records

Purpose:
Evaluates the timeliness with which Qwest provides recorded daily usage records to CLECs

Description:
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,[NOTE 1] 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

- BI-1C-1 – Measures recorded daily usage for UNEs and Resale and includes industry standard electronically transmitted usage records for feature group switched access,[NOTE 1] subject to exclusions specified below
- 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

Reporting Period: One month	**Unit of Measure:** BI-1A, BI-1C-1, BI-1C-2 Average Business Days BI-1B Percent
Reporting Comparisons: CLEC aggregate, individual CLECs, and Qwest Retail results	**Disaggregation Reporting:** State level

Formula:

BI-1A, BI-1C-1, BI-1C-2 (for specified products & records) = $\sum$(Date Record Transmitted or made available – Date Usage Recorded) – (Total number of records)

BI-1B = [(# of daily usage records for Jointly provided switched access sent within four days) – (Total daily usage records for Jointly provided switched access in the report period)] x 100

Exclusions:

- Instances where the CLEC requests other than daily usage transmission or availability
- Duplicate records

Product Reporting: • UNEs and Resale • Jointly-provided Switched Access	**Standards:** 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
Availability: Available	**Notes:** 1 "Feature group switched access" includes all type 110XXX detail records for Feature Groups A, B, C, and D

BI-2 – Invoices Delivered within 10 Days

Purpose: Evaluates the timeliness with which Qwest delivers industry standard electronically transmitted bills to CLECs, focusing on the percent delivered within ten calendar days	
Description: Measures the percentage of invoices that are delivered within ten days, based on the number of days between the bill date and bill delivery • Includes all industry standard electronically transmitted invoices for local exchange services and toll, subject to exclusions specified below	
Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: Combined Qwest Retail/CLEC results (Parity by design)	**Disaggregation Reporting:** State level
Formula: [(Count of Invoices for which Bill Transmission Date to Bill Date is ten calendar days or less) – (Total Number of Invoices)] x 100	
Exclusions: • Bills transmitted via paper, magnetic tape, CD-ROM, diskette • Records with missing data essential to the calculation of the measurement per the PID	
Product Reporting: • UNEs and Resale	**Standard:** Parity by design
Availability: Available	**Notes:**

BI-3 – Billing Accuracy – Adjustments for Errors

<table>
<tr><td colspan="2">Purpose:
Evaluates the accuracy with which Qwest bills CLECs, focusing on the percentage of billed revenue adjusted due to errors</td></tr>
<tr><td colspan="2">Description:
Measures the billed revenue minus amounts adjusted off bills due to errors, as a percentage of total billed revenue
• Both the billed revenue and amounts adjusted off bills due to error are calculated from bills rendered in the reporting period
• "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)</td></tr>
<tr><td>Reporting Period: One month</td><td>Unit of Measure: Percent</td></tr>
<tr><td>Reporting Comparisons: CLEC aggregate, individual CLECs, and Qwest Retail results</td><td>Disaggregation Reporting: State level</td></tr>
<tr><td colspan="2">Formula:
[∑(Total Billed Revenue Billed in Reporting Period - Amounts Adjusted Off Bills Due to Errors) – (Total Billed Revenue billed in Reporting Period)] x 100</td></tr>
<tr><td colspan="2">Exclusions:
• BI-3A - UNEs and Resale – None
• BI-3B - Reciprocal Compensation Minutes of Use – Billing adjustments as a result of CLEC-caused errors in return of minutes of use</td></tr>
<tr><td>Product Reporting:
• BI-3A - UNEs and Resale
• BI-3B - Reciprocal Compensation Minutes of Use (MOU)</td><td>Standards:
• BI-3A – UNEs and Resale Parity with Qwest retail bills
• BI-3B – Reciprocal Compensation (MOU) – 95%</td></tr>
<tr><td>Availability:
Available</td><td>Notes:</td></tr>
</table>

BI-4 – Billing Completeness

Purpose:

- UNEs and Resale – Evaluates the completeness with which Qwest reflects non-recurring and recurring charges associated with completed service orders on the bills
- 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

Description:

BI-4A – UNEs and Resale Measures the percentage of non-recurring and recurring charges associated with completed service orders appear on the correct bill *

BI-4B – Reciprocal Compensation (MOU) Measures the percentage of revenue associated with local minutes of use appearing on the correct (current) bill *

* Correct bill = next available bill

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate, individual CLECs, and Qwest Retail results	**Disaggregation Reporting:** Statewide level

Formula:

BI-4A – UNEs and Resale = [∑(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 – total count of service orders with non-recurring and recurring charges associated with completed service orders billed on the bill)] x 100

BI-4B – Reciprocal Compensation MOU = [∑(Revenue for Local Minutes of Use billed on the correct* bill – Total revenue for Local Minutes of Use collected during the month)] x 100

Exclusions: None

Product Reporting:	**Standards:**
• UNEs and Resale • Reciprocal Compensation (MOU)	**BI-4A** - UNEs and Resale Parity with Qwest Retail bills **BI-4B** - Reciprocal Compensation (MOU) 95%
Availability: Available	**Notes:**

Database Updates

DB-1 – Time to Update Databases

Purpose:
Evaluates the time required for updates to the databases of E911, LIDB, and Directory Builder

Description:

- Measures the average time required to update the databases of E911, LIDB, and Directory Builder
- Includes all database updates as specified under Disaggregation Reporting completed during the reporting period
- 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
- 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

Reporting Period: One month	**Unit of Measure:** E911 – Hrs Mins LIDB & Directory Listings – Seconds
Reporting Comparisons: 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 NOTE 1	**Disaggregation Reporting:** 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

Formula:
Σ[(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

Exclusion:

- Invalid start/stop dates/times

DB-1 – Time to Update Databases (continued)

Product Reporting: Not applicable (Reported by database type)	**Standards:** DB-1A-E911 Parity by design DB-1B-LIDB Parity by design DB-1C-1 - Listings Parity by design
Availability: Available	**Notes:** 1 Because they cannot be separated, results for Qwest Retail, Reseller CLEC, Facilities-based CLECs, ILEC and Unknown Provider updates are reported combined within these disaggregations

DB-2 – Accurate Database Updates

<table>
<tr><td colspan="3">Purpose:
Evaluates the accuracy of database updates completed without errors in the reporting period</td></tr>
<tr><td colspan="3">Description:
• Measures the percentage of database updates completed without errors in the reporting period
• Includes all database updates as specified under Disaggregation Reporting completed during the reporting period</td></tr>
<tr><td colspan="2">Reporting Period: One month</td><td>Unit of Measure: Percent</td></tr>
<tr><td colspan="2">Reporting Comparisons:
DB-2C-1 Listings – Combined results for all Qwest Retail, Reseller CLEC and Facilities-Based CLEC Electronically Submitted, Electronically Processed updates</td><td>Disaggregation Reporting:
DB-2C-1, Listings for Qwest Retail, Reseller CLEC, and Facilities-Based CLEC Electronically Submitted, Electronically Processed updates Statewide</td></tr>
<tr><td colspan="3">Formula:
[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</td></tr>
<tr><td colspan="3">Exclusions:
Invalid start/stop dates/times</td></tr>
<tr><td colspan="2">Product Reporting:
Not applicable (Reported by database type)</td><td>Standards:
DB-2C-1 – Listings Parity by design NOTE 1</td></tr>
<tr><td>Availability:
Available</td><td colspan="2">Notes:
1 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</td></tr>
</table>

Directory Assistance

DA-1 – Speed of Answer – Directory Assistance

<table>
<tr><td colspan="2">Purpose:
Evaluates timeliness of customer access to Qwest's Directory Assistance operators, focusing on how long it takes for calls to be answered</td></tr>
<tr><td colspan="2">Description:
Measures the average time following first ring until a call is first picked up by the Qwest agent/system to answer Directory Assistance calls
• Includes all calls to Qwest directory assistance during the reporting period
• 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
• 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
• 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</td></tr>
<tr><td>Reporting Period: One month</td><td>Unit of Measure: Seconds</td></tr>
<tr><td>Reporting Comparisons: Results for Qwest and all CLECs are combined</td><td>Disaggregation Reporting:
Sub-region applicable to state</td></tr>
<tr><td colspan="2">Formula:
Σ[(Date and Time of Call Answer) – (Date and Time of First Ring)] – (Total Calls Answered by Center)</td></tr>
<tr><td colspan="2">Exclusions: Abandoned Calls are not included in the total number of calls answered by the center</td></tr>
<tr><td>Product Reporting: None</td><td>Standard: Parity by design</td></tr>
<tr><td>Availability:
Available</td><td>Notes:</td></tr>
</table>

Operator Services

OS-1 – Speed of Answer – Operator Services

Purpose: Evaluates timeliness of customer access to Qwest's operators, focusing on how long it takes for calls to be answered	
Description: Measures the time following first ring until a call is answered by the Qwest agent • Includes all calls to Qwest's operator services during the reporting period, subject to exclusions specified below • 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 • 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	
Reporting Period: One month	**Unit of Measure:** Seconds
Reporting Comparisons: Qwest and all CLECs are aggregated in a single measure	**Disaggregation Reporting:** Sub-region applicable to state
Formula: Σ[(Date and Time of Call Answer) – (Date and Time of First Ring)] – (Total Calls Answered by Center)	
Exclusions: Abandoned Calls are not included in the total number of calls answered by the center	
Product Reporting: None	**Standard:** Parity by design
Availability: Available	**Notes:**

Network Performance

NI-1 – Trunk Blocking

Purpose:
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

Description:
Measures the percentage of trunks blocking in interconnection and interoffice final trunks

- 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

Reporting Period: One month	**Unit of Measure:** Percent Blockage

Reporting Comparisons:	**Disaggregation Reporting:** Statewide level
CLEC aggregate, individual CLEC, and Qwest Interoffice trunk blocking results	Reports the percentage of trunks blocking in interconnection final trunks, reported by NI-1A Interconnection (LIS) trunks to Qwest tandem offices, with TGSR-related exclusions applied as specified below, NI-1B LIS trunks to Qwest end offices, with TGSR-related exclusions applied as specified below, NI-1C LIS trunks to Qwest tandem offices, without TGSR-related exclusions, NI-1D LIS trunks to other Qwest end offices, without TGSR-related exclusions

Formula:
{[Σ(Blockage in Final Trunk Group of Specified Type)x(Number of Circuits in Trunk Group)] – (Total Number of Final Trunk Circuits in all Final Trunk Groups)} x 100

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

Exclusions:
For NI-1A and NI-1B only

- Trunk groups, blocking in excess of one percent in the reporting period, for which
  - A Trunk Group Service Request (TGSR) [NOTES 1 & 2] has been issued in the reporting period, or
  - CLECs do not submit, within 20 calendar days of receiving a TGSR
    a) Responsive ASRs (or have ASRs pending that are delayed for CLEC reasons [NOTE 3]),
    b) Trouble Reports, or
    c) Notification of traffic re-routing (as described in Note 1 below)

For NI-1A, NI-1B, NI-1C, and NI-1D

- 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
  - Trunk group out-of-service conditions arising from cable cuts, severe weather, or force majeure circumstances,
  - The CLEC placing trunks in a "busy" condition,
  - 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 [NOTE 4]), or
  - 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

NI-1 – Trunk Blocking (Continued)

- Trunk groups recently activated that have not been in service for a full "20-high-day, busy hour" review period
- Toll trunks, non-final trunks, and trunks that are not connected to the public switched network
- One-way trunks originating at CLEC end offices
- Qwest official services trunks, local interoffice operator and directory assistance trunks, and local interoffice 911/E911 trunks
- Records with invalid product codes
- Records missing data essential to the calculation of the measurement per the PID

Product Reporting:	**Standards:**	
LIS Trunks	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 [NOTE 5]

Availability:
Available

Notes:

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

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

3 CLEC delays are reflected by CLEC-initiated order supplements that move the due date later
   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
   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
   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

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
   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
   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
   c) This limitation may change depending on the outcome of separate workshops dealing with issues of interconnection forecasting

5 NI-1C and NI-1D will be reported for information purposes only, with no standard to be applied

NP-1 – NXX Code Activation

Purpose:
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

Description:

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" [NOTE 1] associated with the Qwest interconnection facilities are provided late by Qwest to the CLEC

- 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
- 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
- The NXX code activation notice is provided by the LERG (Local Exchange Routing Guide) to Qwest
- 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)
- The NXX code activation completion process includes testing, including calls to the test number when provided

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide

Formula:

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

Exclusions:

NP-1A

- 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 [NOTE 2]

NP-1A and NP-1B

- NXX codes with LERG dates or "revised" dates resulting in loading intervals shorter than industry standard (currently 45 calendar days)

- 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

NP-1 – NXX Code Activation (continued)

Product Reporting: None	**Standards:** NP-1A Parity NP-1B Diagnostic
Availability: Available	**Notes:** 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

Purpose:
Evaluates the timeliness of Qwest's installation of collocation arrangements for CLECs, focusing on the average time to complete such arrangements

Description:
Measures the interval between the Collocation Application Date and Qwest's completion of the collocation installation

- 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
- Collocation types included are physical cageless, physical caged, shared physical caged, physical-line sharing, cageless-line sharing, and virtual NOTE 1
- 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 include conditioning the collocation space, obtaining permits, and installing DC power plant, standby generators, heating, venting or air conditioning equipment
- 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
- Establishment of RFS Dates 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
  - **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 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 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

CP-1 – Collocation Completion Interval (continued)

- **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 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
- **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 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
- 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
- Where there is a CLEC-caused delay, the RFS Date is rescheduled

- RFS dates may be extended beyond the above intervals for CLEC reasons, or for reasons beyond Qwest's control, but not for Qwest reasons
- Where CLECs do not accept the quote within thirty days of the quote date, the application is considered expired

CP-1A Measures collocation installations for which the scheduled interval from Collocation Application Date to RFS date is 90 calendar days or less

CP-1B Measures collocation installations for which the scheduled interval from Collocation Application Date to RFS date is 91 to 120 calendar days

CP-1C Measures collocation installations for which the scheduled interval from Collocation Application Date to RFS date is 121 to 150 calendar days

Reporting Period: One month	**Unit of Measure:** Calendar Days
Reporting Comparisons: CLEC aggregate and individual CLEC results	**Disaggregation Reporting:** Statewide

Formula: (for CP-1A, CP-1B and CP-1C)
Σ[(Collocation Completion Date) – (Complete Application Date)] – (Total Number of Collocations Completed in Reporting Period)

CP-1 – Collocation Completion Interval (continued)

Exclusions:

- CP-1A CLEC collocation applications with RFS dates yielding scheduled intervals longer than 90 calendar days from Collocation Application Date to RFS date
- 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
- 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

- Cancelled or expired applications

Product Reporting: None	**Standards:** CP-1A 90 calendar days CP-1B 120 calendar days CP-1C 150 calendar days

Availability:	**Notes:**
Available	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)

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 Date 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 NOTE 1
- 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
  - **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

CP-2 – Collocations Completed within Scheduled Intervals (continued)

- **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 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
- **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 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
- 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
- Where there is a CLEC-caused delay, the RFS Date is rescheduled

- Where CLECs do not accept the quote within thirty calendar days of the quote date, the application is considered expired

CP-2A **Forecasted Collocations** Measures collocation installations for which CLEC provides a forecast to Qwest 60 or more calendar days in advance of the Collocation Application Date

CP-2B **Non-Forecasted and Late Forecasted Collocations** 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

CP-2C **All Collocations requiring Major Infrastructure Modifications and Collocations with intervals longer than 120 days** 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

Reporting Period: One month	**Unit of Measure** Percent
Reporting Comparisons: CLEC aggregate and individual CLEC results	**Disaggregation Reporting:** Statewide level

Formula: (for CP-2A, CP-2B and CP-2C)
[(Count of Collocations for which the RFS is met) – (Total Number of Collocations Completed in the Reporting Period)] x 100

Exclusions:
- RFS dates missed for reasons beyond Qwest's control
- Cancelled or expired requests

Product Reporting: None	**Standards:** CP-2A & -2B 90% CP-2C 90%

CP-2 – Collocations Completed within Scheduled Intervals (continued)

Availability:	**Notes:**
Available	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)

CP-3 – Collocation Feasibility Study Interval

Purpose:
Evaluates the timeliness of the Qwest sub-process function of providing a collocation feasibility study to the CLEC

Description:
Measures average interval to respond to collocation studies for feasibility of installation

- 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 [NOTE 1]
- Interval begins with the Collocation Application Date and ends with the date Qwest completes the Feasibility Study and provides it to the CLEC
- 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

Reporting Period: One month	**Unit of Measure:** Calendar Days
Reporting Comparisons: CLEC aggregate and individual CLEC results	**Disaggregation Reporting:** Statewide level

Formula:
Σ[(Date Feasibility Study provided to CLEC) – (Date Qwest receives CLEC request for Feasibility Study)] – (Total Feasibility Studies Completed in the Reporting Period)

Exclusions:

- 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

Product Reporting: None	**Standard:** 10 calendar days or less

Availability:	**Notes:**
Available	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)

CP-4 – Collocation Feasibility Study Commitments Met

Purpose:
Evaluates the degree that Qwest completes the sub-process function of providing a collocation feasibility study to the CLEC as committed

Description:
Measures the percentage of collocation feasibility studies for installations that are completed within the Scheduled Interval

- 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
- 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 NOTE 1
- Considers the interval from the Collocation Application Date to the date Qwest completes the Feasibility Study and provides it to the CLEC
- 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
- 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

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate and individual CLEC results	**Disaggregation Reporting:** Statewide level

Formula:
[(Total Applicable Collocation Feasibility studies completed within Scheduled Intervals) – (Total applicable Collocation Feasibility studies completed in the reporting period)] x 100

Exclusions: None

Product Reporting: None	**Standard:** 90 percent or more

Availability: Available	**Notes:** 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 4th, 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

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 all orders for new or additional lines/circuits For change order types, additional lines/circuits consist of all C orders with "I" and "T" action coded line/circuit USOCs that represent new or additional lines/circuits, 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

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 "

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 dial tone)

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

GLOSSARY OF ACRONYMS

ACRONYM	DESCRIPTION
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 Loops
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

ACRONYM	DESCRIPTION
OOS	Out of service (type of trouble condition)
OSS	Operations Support Systems
PBX	Private Branch Exchange
PON	Purchase Order Number
POTS	Plain Old Telephone Service
PRI	Primary Rate Interface (type of ISDN service)
RFS	Ready for Service (refers to collocation installations)
SIA	SAAFE (Strategic Application Architecture Framework and Environment) Information Access
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)

APPENDIX A

PO-20 Feature Detail Fields

Feature Detail

Resale and UNE-P (POTS and Centrex 21):

CFN
Validate the call forwarding TN

CFNB
Validate the call forwarding TN

CFND
Validate the call forwarding TN

RCYC
FID associated with a call forwarding don't answer USOC that determines how many rings before the call forwards to the TN provided with the CFN or CFND FIDs

HLN (HLA Hot Line)
FID associated with the USOC HLA (which is on our USOC list to validate) The Hot Line feature call forwards automatically to a pre-programmed number This TN is provided following the HLN FID The data provided in the Feature Detail section on the LSR will be validated against the HLN FID on the service order to determine whether the FID is present and the TN provided on the LSR with the FID is correct on the service order

LINK (HME CALL FORWARDING TO CELLULAR)
FID associated with the USOC HME (which is on our USOC list to validate) The HME feature call forwards a call from the landline telephone number to a cellular telephone number The LINK FID, along with the PCS telephone number provided in the Feature Detail section on the LSR, will be validated against the LINK FID on the service order to determine whether the FID is present and the telephone number provided on the LSR matches the telephone number on the service order

DES on DID MBB
If the CLEC requests a DID voice mailbox the DID number will follow the FID DES on the LSR in the Feature Detail section and on the service order The DES FID along with the DID telephone number provided in the Feature Detail section on the LSR will be validated against the DES FID on the service order to determine whether the FID is present and the DID telephone number provided on the matches the telephone number on the service order

TN on Custom Ring USOC (RGG1A etc.)
We currently have 9 custom ring USOCs on our PO-20 USOC list Along with the custom ring USOC is the TN FID The TN FID along with the custom ring telephone number provided in the Feature Detail section on the LSR will be validated against the TN FID on the service order to determine whether the FID is present and the custom ring telephone provided on the LSR with the FID is correct on the service order (The validation would only apply if the USOC and FID were present in the Feature Detail section of the LSR)

CAS (If provided on LSR for SEA)
Call Screening Code Assignment is a FID associated with the selective class of call feature (which is on our USOC list to validate) Along with the CAS FID is a two-digit number that indicates what type of screening is being requested The CAS FID along with a two-digit number is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the two-digit number matches the two-digit number provided on the LSR

WW (if provided on LSR for TFM)
Working With is a FID associated with the transfer mailbox feature (which is on our USOC list to validate) Along with the WW FID is a ten-digit number that indicates where the voice mailbox is located The WW FID along with the ten-digit number is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the ten-digit number matches the ten-digit number provided on the LSR

MBOA (if provided on LSR for VFN)
Mailbox out-dial notification is a FID associated with the message notification feature (which is on our USOC list to validate) Along with the MBOA FID is a two-digit alphanumeric combination that indicates where the notification will be sent (i e , identifies pager type) The MBOA FID along with the two-digit alphanumeric combination is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the two-digit alphanumeric matches the two-digit alphanumeric provided on the LSR

DES on VGT (if provided on LSR)
Description is a FID associated with the scheduled greeting feature (which is on our USOC list to validate) Along with the DES FID is a ten-digit telephone number that reflects the DID mailbox number The DES FID along with the ten-digit telephone number is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the ten-digit telephone number matches the ten-digit telephone number provided on the LSR

WLT (WLS Warm Line)
Warm line timeout is a FID associated with the warm line feature Along with the WLT FID is a one or two numeric value that indicates the number of seconds that must elapse before the DMS-100 switch sets up the connection for a warm line service number The WLT FID along with the one or two numeric value is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the one or two numeric value matches the one or two numeric value provided on the LSR

FIDs associated with WFA (800 service line feature which is on our USOC list to validate):

SIT (if provided on LSR for WFA)
Special identifying telephone number is a FID associated with the 800 service line feature Along with the SIT FID is a ten-digit telephone number that reflects the 800, 888, 877, or 866 service line feature The SIT FID along with the ten-digit telephone number is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the ten-digit telephone number matches the ten-digit telephone number provided on the LSR

SIS (if provided on LSR for WFA)
Special Identifying Telephone Number Supplemental is a FID associated with the 800 service line feature The SIS FID along with a one-digit number is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the one-digit number matches the one-digit number provided on the LSR

ELN (if provided on LSR for WFA)
800 Service listed name is a FID associated with the 800 service line feature Along with the ELN FID is a listed name, which follows the format of a business name The ELN FID along with the name is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the name matches the name provided on the LSR

ELA (if provided on LSR for WFA)
800 listed address is a FID associated with the 800 service line feature Along with the ELA FID is an address, which follows the format of a listed address plus LATA, State, and ZIP code The ELA FID along with the address is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the address matches the address provided on the LSR

AOS (if provided on LSR for WFA)
Area of service is a FID associated with the 800 service line feature Along with the AOS FID are one to two alphanumeric characters and three numeric characters which represents LATA and AC of the address The AOS FID along with the additional characters are provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the additional characters match the additional characters provided on the LSR

ALC (if provided on LSR for WFA)
IntraLATA carrier is a FID associated with the 800 service line feature It indicates the IntraLATA carrier for the 800 service Along with the ALC FID is the three-digit code (OTC) for the IntraLATA carrier The ALC FID along with the three-digit code is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the three-digit code matches the three-digit code provided on the LSR

Resale and UNE-P Centrex 21

FIDs associated with SO3, SO5, SFB, C2TAX (Electronic Business Set USOCs which are on our USOC list to validate):

KEY (If provided on LSR for Electronic Business Set EBS USOCs)
Key Designation (KEY number) is a FID associated with the Electronic Business Set feature Along with the KEY FID is a numeric value that indicates the key designated for different features or lines on the EBS The KEY FID along with the numeric value is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the numeric value matches the numeric value provided on the LSR

MADN (If provided on LSR for Electronic Business Set EBS USOCs)
Multiple Appearance Directory Number Call Arrangement is a FID associated with the Electronic Business Set feature Along with the MADN FID is a set of alpha values that indicate the type, appearance and ring status desired for different features or lines on the EBS The KEY FID along with the alpha values is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the alpha values match the alpha values provided on the LSR

ROL (If provided on LSR for Electronic Business Set EBS USOCs)
Ring On Line is a FID associated with the Electronic Business Set feature Along with the ROL FID is an alpha value that indicates if the line will ring (Y or N) The ROL FID along with the alpha value is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the alpha value matches the alpha value provided on the LSR

TTYD (If provided on LSR for C2TAX)
Terminal Type is a FID associated with the adjunct module feature Along with the TTYD FID is a 4 character alpha value based on customer equipment The TTYD FID along with the 4 character alpha value is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the 4 character alpha value matches the 4 character alpha value provided on the LSR

FIDs associated with E3PPK (CALL PICK-UP feature which is on our USOC list to validate):

CPG (If provided on LSR for E3PPK)
Call Pickup Group is a FID associated with the CALL PICK-UP feature Along with the CPG FID is a 1-3 digit numeric value that identifies the call pickup group The CPG FID along with the 1-3 digit numeric value is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the 1-3 digit numeric value matches the 1-3 digit numeric value provided on the LSR

CPUO (If provided on LSR for E3PPK)
Call Pickup-Originating is a FID associated with the CALL PICK-UP feature Along with the CPUO FID is an alphanumeric value that identifies the call pickup group The CPUO FID along with the alphanumeric value is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the alphanumeric value matches alphanumeric value provided on the LSR

CPUT (If provided on LSR for E3PPK)
Call Pickup-Terminating is a FID associated with the CALL PICK-UP feature Along with the CPUT FID is an alphanumeric value that identifies the call pickup group The CPUT FID along with the alphanumeric value is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the alphanumeric value matches alphanumeric value provided on the LSR

FIDs associated with GVJ, EZJ, GVZ, GV2, EVH, GVV (Speed Call feature USOCs that are on our USOC list to validate):

SCG (If provided on LSR for Speed call USOCs)
Speed Call Group is a FID associated with the Speed call feature Along with the SCG FID is a 7 digit numeric value that identifies the controller of the group The SCG FID along with the 7 digit numeric value is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the 7 digit numeric value matches 7 digit numeric value provided on the LSR

CSL (If provided on LSR for Speed call USOCs)
Change Speed Calling Group List is a FID associated with the Speed call feature Along with the CSL FID is a 2 digit numeric value that identifies the size of the group list The SCG FID along with the 7 digit numeric value is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the 2 digit numeric value matches 2 digit numeric value provided on the LSR

SCF (If provided on LSR for Speed call USOCs)
Speed Calling Feature Name is a FID associated with the Speed call feature Along with the SCF FID is an alphanumeric value that identifies the controller of the shared list The SCF FID along with the alphanumeric value is provided in the Feature Detail section on the LSR The PO-20 review will validate that the FID is floated on the service order behind the feature USOC and that the alphanumeric value matches alphanumeric value provided on the LSR

PU-04-632

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3 Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you
- Attach this card to the back of the mailpiece, or on the front if space permits

1. Article Addressed to:
Melissa K Thompson
Qwest Corporation
1801 California St 10th Fl
Denver Co 80202

COMPLETE THIS SECTION ON DELIVERY

A. Signature
X A M Shaw ☐ Agent ☐ Addressee

B Received by (Printed Name) C Date of Delivery 12/20/4

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

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

4 Restricted Delivery? (Extra Fee) ☐ Yes

2 Article Number (Transfer from service label) 7003 2260 0001 3517 9299

PS Form 3811, February 2004 Domestic Return Receipt 102595-02-M-1540

PU-04-632

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to
Melissa K Thompson
Qwest Corporation
1801 California St 10th Fl
Denver Co 80202

COMPLETE THIS SECTION ON DELIVERY

A Signature
X ☐ Agent ☐ Addressee

B Received by (Printed Name) C Date of Delivery 2-14

D Is delivery address different from item 1? ☐ Yes
If YES, enter delivery address below ☐ No

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

4 Restricted Delivery? (Extra Fee) ☐ Yes

2. Article Number (Transfer from service label) 7003 2260 0001 3517 9534

PS Form 3811, February 2004 Domestic Return Receipt 102595-02-M-1540