

**QWEST LOCAL SERVICES PLATFORM® AGREEMENT**  
**ATTACHMENT 2—QLSP® Service Description**

3.10 QLSP Services have a one-month minimum service period requirement for each CLEC End User Customer. The one-month minimum service period is the period of time that CLEC is required to pay 100% of the MRC for the Service even if CLEC does not retain Service for the entire month. QLSP Services are billed month to month and will after the one month minimum service period is satisfied be pro-rated for partial months based on the number of days Service was provided.

3.11 The Subsequent Order Charge is applicable on a per order basis when changes are requested to existing service, including changing a telephone number, initiating or removing suspension or Service, denying or restoring service, adding, removing or changing features, and other similar requests.

**4.0 Systems and Interfaces.**

4.1 Qwest and CLEC will support use of current OSS interfaces and OSS business rules for QLSP, including electronic ordering and flow, as the same may evolve over time.

4.2 QLSP Services are ordered utilizing the LSR process as described in the Qwest wholesale website.

4.3 Prior to placing an order on behalf of each End User Customer, CLEC will be responsible for obtaining and have in its possession a Proof of Authorization as set forth in this Agreement.

4.4 When Qwest or another provider of choice, at the End User Customer's request, orders the discontinuance of the End User Customer's existing service with CLEC, Qwest will render its closing bill to CLEC effective with the disconnection. Qwest will notify CLEC by FAX, OSS interface, or other agreed upon processes when an End User Customer moves to Qwest or another service provider. Qwest will not provide CLEC or Qwest retail personnel with the name of the other service provider selected by the End User Customer.

4.5 The Parties will provide each other with points of contact for order entry, problem resolution, repair, and in the event special attention is required on service request.

5.0 Qwest will bill CLEC, on a monthly basis, within seven to ten Days of the last day of the most recent Billing period, in an agreed upon standard electronic format. Billing information will include a summary bill, and individual End User Customer sub-account information. If CLEC needs additional or different billing information in order to properly bill its End Users or other Carriers (including Qwest), Qwest will work with CLEC in good faith to deliver such information.

**6.0 Maintenance and Repair.**

6.1 Qwest will maintain facilities and equipment that comprise the QLSP Service provided to CLEC. CLEC or its End User Customers may not rearrange, move, disconnect or attempt to repair Qwest facilities or equipment, other than by connection or disconnection to any interface between Qwest and the End User Customer, without the written consent of Qwest.

6.2 Qwest will provide general repair and maintenance Services on its facilities, including those facilities supporting QLSP Services purchased by CLEC. Qwest will repair and restore

any equipment or any other maintainable component that adversely impacts CLEC's use of QLSP Service. Qwest and CLEC will cooperate with each other to implement procedures and processes for handling service-affecting events. There will be no charge for the Services provided under this section except as set forth in the Rate Sheet.

**7.0 Commercial Performance Measures and Reporting, Performance Targets and Service Credits (including in Washington, if Washington 7.0 is selected by CLEC as indicated on Signature Page).**

7.1 Each Party will provide suitably qualified personnel to perform its obligations under this Agreement and all QLSP Services in a timely and efficient manner with diligence and care, consistent with the professional standards of practice in the industry, and in conformance with all Applicable Laws and regulations. The QLSP Service attributes and process enhancements are not subject to the Change Management Process ("CMP"). CLEC proposed changes to QLSP Service attributes and process enhancements will be communicated through the standard account interfaces. Change requests common to shared systems and processes subject to CMP will continue to be addressed via the CMP procedures.

7.2 Qwest will provide commercial performance measurements and reporting against established performance targets with QLSP Service. The following performance measurements will apply to QLSP Residential and QLSP Business: (a) Firm Order Confirmations (FOCs) On Time; (b) Installation Commitments Met; (c) Order Installation Interval; (d) Out of Service Cleared within 24 Hours; (e) Mean Time to Restore; and (f) Trouble Rate.

7.3 Commercial measurement definitions, methodologies, performance targets and reporting requirements are attached as Attachment 3. Qwest will provide CLEC with the raw data necessary to allow CLEC to disaggregate results at the state level. Reporting of these performance measures will be applied for activity beginning the first full month of Service after January 1, 2007.

7.4 CLEC will be entitled to service credits only for each instance of a missed installation commitment and each instance of an out of service condition that is not cleared within 24 hours occurring after January 1, 2007. All service credits will be applied automatically by Qwest as credit against CLEC's bill for the billing period following the one in which the credits were accrued. Credits for Services provided under this Agreement will be applied for activity beginning the first full month after January 1, 2007. Any credits or payments related to the Services provided prior to the first full month following January 1, 2007 and in accordance with to CMP, PID, PAP or all other wholesale service quality standards will no longer be applied beginning the first full month after January 1, 2007.

7.4.1 Installation Commitments Met. For each installation commitment that Qwest, through its own fault, fails to meet, Qwest will provide a service credit equal to 100% of the nonrecurring charge for that installation. Qwest will use the state installation nonrecurring charge contained in this Agreement for that order type in calculating the credit. The definition of a "missed installation commitment" and the associated exclusions are described in Attachment 3.

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7.4.2 Out of Service Cleared within 24 Hours. For each out-of-service condition that Qwest, through its own fault, fails to resolve within 24 hours, Qwest will provide a service credit equal to one day's recurring charge (monthly recurring charge divided by 30) for each day out of service beyond the first 24 hours. (For example, if the out-of-service condition exists for 25 to 47 hours, CLEC will be entitled to a credit equal to the monthly recurring charge divided by 30. If the out-of-service condition existed for 48 to 71 hours, the credit would equal two times the monthly recurring charge divided by 30).

**8.0 Service Performance Measures and Reporting and Performance Assurance Plan (PID/PAP) (for Washington only, if Washington 8.0 is selected by CLEC as indicated on Signature Page).**

8.1 If selected by CLEC under the terms and conditions of this Agreement, Qwest will, in Washington only, provide performance measurements, reporting, and remedies compliant with the Washington Performance Indicator Definitions ("PIDs") and the Qwest Washington Performance Assurance Plan ("PAP") for the Services, if eligible, provided under this Agreement. Only in the state of Washington, and only if expressly selected by CLEC under the terms and conditions of this Agreement, does this PID and PAP replace, in their entirety, the Commercial Performance Measures and Reporting, Performance Targets and Service Credits terms and conditions for Services provided under this Agreement outlined in Section 7.0 of this Agreement.

8.2 The PIDs and PAP for Washington in their current form are posted in the Qwest Wholesale PCAT, currently called Negotiations Template Agreement PCAT, under Exhibit B and Exhibit K for Washington, respectively. Those PIDs and that PAP are incorporated by referenced into, and made a part of, this Agreement. Subsequent changes to the PIDs or PAP submitted to the WUTC will be incorporated into the applicable exhibit as soon as they are effective either by operation of law or WUTC order, whichever occurs first and without further amendment to this Agreement.

8.3 To select the Service Performance Measures and Reporting and Performance Assurance Plan (PID/PAP) option, CLEC must be a certified CLEC under applicable state rules and have elected the PID and PAP under its Washington interconnection agreement with Qwest.

8.4 Eligible QLSP Services will be included in the UNE-P PAP results beginning the first full month following Agreement execution.

8.5 Notwithstanding the dispute resolution provisions in the Agreement, the Parties will resolve any dispute, claim or controversy arising out of, or relating to, the PID and/or PAP under the dispute resolution process described in the PAP.

ATTACHMENT 3  
Performance Targets for Qwest QLSP™ Service

## FOC-1 – Firm Order Confirmations (FOCs) On Time

**Purpose:**

Monitors the timeliness with which Qwest returns Firm Order Confirmations (FOCs) to CLECs in response to LSRs 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 “Performance Targets” below for FOC notifications.

- Includes all LSRs that are submitted through IMA-GUI and IMA-EDI interfaces 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 FOC-1A, 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 FOC-1B, 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.
- “Electronic/manual” LSRs are received electronically via IMA-GUI or IMA-EDI and involve manual processing.
- LSRs will be evaluated according to the FOC interval categories shown in the “Performance Targets” section below, based on the number of lines requested on the LSR or, where multiple LSRs from the same CLEC are related, based on the combined number of lines requested on the related LSRs.

**Reporting Period:** One month

**Unit of Measure:** Percent

**Reporting:**

Individual CLEC

**Disaggregation Reporting:** Regional level.

- FOC-1A: FOCs provided for **fully electronic** LSRs received via IMA-GUI or IMA-EDI
- FOC-1B: FOCs provided for **electronic/manual** LSRs received via IMA-GUI or IMA-EDI

**Formula:**

FOC-1A =  $\{[\text{Count of LSRs for which the original FOC's "(FOC Notification Date \& Time) - (LSR received date/time (based on scheduled up time))" is within 20 minutes}] \div (\text{Total Number of original FOC Notifications transmitted for the service category in the reporting period})\} \times 100$

FOC-1B =  $\{[\text{Count of LSRs for which the original FOC's "(FOC Notification Date \& Time) - (Application Date \& Time)" is within the intervals specified for the service category involved}] \div (\text{Total Number of original FOC Notifications transmitted for the service category in the reporting period})\} \times 100$

**Exclusions:**

- LSRs involving individual case basis (ICB) handling based on quantities of lines, as specified in the "Performance Targets" section below, or service/request types, deemed to be projects.
- Hours on Weekends and holidays. (Except for FOC-1A, which only excludes hours outside the scheduled system 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 measure definition.
- Duplicate LSR numbers. (Exclusion to be eliminated upon implementation of IMA capability to disallow duplicate LSR #'s.)
- Invalid start/stop dates/times.

<b>Product Reporting:</b>  QLSP-POTS	<b>Performance Target:</b>	
	<u>FOC-1A</u>	95% within 20 minutes
	<u>FOC-1B</u>	95% within standard FOC intervals (specified below)
	<b>Standard FOC Intervals</b>	
	<b>Product Group</b> <small>NOTE 1</small>	<b>FOC Interval</b>
QLSP-POTS (1-39 lines)	FOC-1A:20 Minutes FOC-1B:24 hrs 24 hrs	
<b>Availability:</b>  Performance will be measured beginning the first full month of QLSP service (for the following month's reporting).		
	<b>Notes:</b> LSRs with quantities above the highest number specified for each product type are considered ICB.	

## ICM-1 - 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 (with "I" and "T" action coded line USOCs). 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:**

Individual CLEC

**Disaggregation Reporting:** Regional level.

- Results for product/services listed in Product Reporting under "MSA Type Disaggregation" will be reported according to orders involving:  
ICM-1A Dispatches (Includes within MSA and outside MSA); and  
ICM-1B No dispatches.
- Results for products/services listed in Product Reporting under "Zone-type Disaggregation" will be reported according to installations:  
ICM-1C Interval Zone 1 and Interval Zone 2 areas.

**Formula:**

$$\left[ \frac{\text{Total Orders completed in the reporting period on or before the Applicable Due Date}}{\text{Total Orders Completed in the Reporting Period}} \right] \times 100$$

**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 measure definition.

<b>Product Reporting</b>		<b>Performance Target:</b>	
<b>MSA-Type:</b>			
QLSP-POTS		QLSP-POTS (Dispatch and No Dispatch)	95%
<b>Zone-Type:</b>			
<b>Availability:</b>	<b>Notes:</b>		
Performance will be measured beginning the first full month of QLSP service (for the following month's reporting).			

## OII-1 - Order Installation Interval

**Purpose:**

Evaluates the timeliness of Qwest's installation of services for CLECs, focusing on the average time to install service.

**Description:**

Measures the average interval (in business days) 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 CLEC, 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 CLEC-initiated due date, if any, that is (a) subsequent to the original due date and (b) prior to a Qwest-initiated, changed due date, if any. <sup>NOTE 1</sup>
- Time intervals associated with CLEC-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 CLEC-initiated due date, if any. <sup>NOTE 1</sup>

**Reporting Period:** One month

**Unit of Measure:** Average Business Days

**Reporting:**  
Individual CLEC

**Disaggregation Reporting:** Regional level.

- Results for product/services listed in Product Reporting under "MSA Type Disaggregation" will be reported according to orders involving:  
OII-1A Dispatches (Includes within MSA and outside MSA); and  
OII-1B No dispatches.
- Results for products/services listed in Product Reporting under "Zone-type Disaggregation" will be reported according to installations:  
OII-1C Interval Zone 1 and Interval Zone 2 areas.

**Formula:**

$$\frac{\sum[(\text{Order Completion Date}) - (\text{Order Application Date}) - (\text{Time interval between the Original Due Date and the Applicable Date}) - (\text{Time intervals associated with CLEC-initiated due date changes or delays occurring after the Applicable Due Date})]}{\text{Total Number of Orders Completed in the reporting period}}$$

**Explanation:** The average installation interval is derived by dividing the sum of installation intervals for all orders (in business days) by total number of service orders completed in the reporting period.

**Exclusions:**

- Orders with CLEC 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 measure definition.
- Orders involving individual case basis (ICB) handling based on quantities of lines or orders deemed to be projects.

<b>Product Reporting:</b>		
<b>MSA-Type -</b>		<b>Reported As:</b>
QLSP-POTS		Average business days
<b>Zone-Type -</b>		
<b>Performance Target:</b>		
QLSP-POTS (Dispatched)		6 Days
QLSP-POTS (No Dispatch)		3.5 Days
<b>Availability:</b>	<b>Notes:</b>	
Performance will be measured beginning in the first full month of QLSP service (for the following month's reporting).	<ol style="list-style-type: none"> <li>1. According to this definition, the Applicable Due Date can change, per successive CLEC-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 CLEC-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 CLEC-initiated due date change or delay. The intervals thus calculated from each pairing of Qwest and CLEC-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 CLEC-initiated impacts on intervals are not counted in the reported interval.</li> </ol>	

## OOS24-1 - Out of Service Cleared within 24 Hours

<p><b>Purpose:</b> Evaluates timeliness of repair for specified services, focusing on trouble reports where the out-of-service trouble reports were cleared within the standard estimate for specified services (i.e., 24 hours for out-of-service conditions).</p>	
<p><b>Description:</b> Measures the percentage of out of service trouble reports, involving specified services, that are cleared within 24 hours of receipt of trouble reports from CLECs or from retail customers.</p> <ul style="list-style-type: none"> <li>• Includes all trouble reports, closed during the reporting period, which involve a specified service that is out-of-service (i.e., unable to place or receive calls), subject to exclusions specified below.</li> <li>• Time measured is from date and time of receipt of trouble ticket to the date and time trouble is indicated as cleared.</li> </ul>	
<p><b>Reporting Period:</b> One month</p>	<p><b>Unit of Measure:</b> Percent</p>
<p><b>Reporting:</b> Individual CLEC</p>	<p><b>Disaggregation Reporting:</b> Regional level.</p> <ul style="list-style-type: none"> <li>• Results for product/services listed in Product Reporting under "MSA Type Disaggregation" will be reported according to orders involving: OOS24-1A Dispatches (Includes within MSA and outside MSA); and OOS24-1B No dispatches.</li> <li>• Results for products/services listed in Product Reporting under "Zone-type Disaggregation" will be reported according to installations: OOS24-1C Interval Zone 1 and Interval Zone 2 areas.</li> </ul>
<p><b>Formula:</b>  <math display="block">\left[ \frac{\text{(Number of Out of Service Trouble Reports closed in the reporting period that are cleared within 24 hours)}}{\text{(Total Number of Out of Service Trouble Reports closed in the reporting period)}} \right] \times 100</math></p>	
<p><b>Exclusions:</b></p> <ul style="list-style-type: none"> <li>• Trouble reports coded as follows: <ul style="list-style-type: none"> <li>– For products measured 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; No Field Visit Test OK, No Field Visit Found OK, Field Visit Found OK, and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider).</li> <li>– For products measured from WFA (Workforce Administration) data (products listed for Zone-type disaggregation) trouble reports coded to trouble codes for No Trouble Found (NTF), Test O K (TOK), Carrier Action (IEC) and Customer Provided Equipment (CPE).</li> </ul> </li> <li>• Subsequent trouble reports of any trouble before the original trouble report is closed.</li> <li>• Information tickets generated for internal Qwest system/network monitoring purposes.</li> <li>• Time delays due to "no access" are excluded from repair time for products/services listed in Product Reporting under "Zone-type Disaggregation".</li> <li>• For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports involving a "no access" delay.</li> <li>• Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete.</li> <li>• Records involving official company services.</li> <li>• Records with invalid trouble receipt dates.</li> <li>• Records with invalid cleared or closed dates.</li> <li>• Records with invalid product codes.</li> <li>• Records missing data essential to the calculation of the measurement per the measure definition.</li> </ul>	

<b>Product Reporting:</b>		<b>Performance Targets:</b>	
<b>MSA-Type -</b>			
• QLSP POTS		Dispatch and Non-Dispatch	90%
<b>Zone-Type -</b>			
<b>Availability:</b>		<b>Notes:</b>	
Performance will be measured beginning the first full month of QLSP service (for the following month's reporting).			

## MTTR-1 - Mean Time to Restore

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

<b>Product Reporting:</b>		<b>Performance Target:</b>	
<u>MSA-Type -</u> QLSP-POTS		QLSP-POTS (No Dispatch)	5 Hours ✓
		QLSP-POTS (Dispatched)	14 Hours
<b>Zone-Type -</b>			
•			
<b>Availability:</b>		<b>Notes:</b>	
Performance will be measured beginning in the first full month of QLSP service (for the following month's reporting).			

## TR-1 - Trouble Rate

<p><b>Purpose:</b> Evaluates the overall rate of trouble reports as a percentage of the total installed base of the service or element.</p>	
<p><b>Description:</b> Measures trouble reports by product and compares them to the number of lines in service.</p> <ul style="list-style-type: none"> <li>• Includes all trouble reports closed during the reporting period, subject to exclusions specified below.</li> <li>• Includes all applicable trouble reports, including those that are out of service and those that are only service-affecting.</li> </ul>	
<p><b>Reporting Period:</b> One month</p>	<p><b>Unit of Measure:</b> Percent</p>
<p><b>Reporting:</b> Individual CLEC</p>	<p><b>Disaggregation Reporting:</b> Regional level.</p>
<p><b>Formula:</b>  <math display="block">\left[ \frac{\text{Total number of trouble reports closed in the reporting period involving the specified service grouping}}{\text{Total number of the specified services that are in service in the reporting period}} \right] \times 100</math> </p>	
<p><b>Exclusions:</b></p> <ul style="list-style-type: none"> <li>• Trouble reports coded as follows: <ul style="list-style-type: none"> <li>– For products measured from MTAS data (products listed for MSA-type, trouble reports coded to disposition codes for: Customer Action; Non-Telco Plant; Trouble Beyond the Network Interface; No Field Visit Test OK, No Field Visit Found OK, Field Visit Found OK, and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider).</li> <li>– For products measured from WFA (Workforce Administration) data (products listed for Zone-type) trouble reports coded to trouble codes for No Trouble Found (NTF), Test O K (TOK), Carrier Action (IEC) and Customer-Provided Equipment (CPE).</li> </ul> </li> <li>• Subsequent trouble reports of any trouble before the original trouble report is closed.</li> <li>• Information tickets generated for internal Qwest system/network monitoring purposes.</li> <li>• Time delays due to “no access” are excluded from repair time for products/services listed in Product Reporting under “Zone-type”.</li> <li>• For products measured from MTAS data (products listed for MSA-type, trouble reports involving a “no access” delay.)</li> <li>• Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete.</li> <li>• Records involving official company services.</li> <li>• Records with invalid trouble receipt dates.</li> <li>• Records with invalid cleared or closed dates.</li> <li>• Records with invalid product codes.</li> <li>• Records missing data essential to the calculation of the measurement per the measure definition.</li> </ul>	

<b>Product Reporting:</b>	<b>Performance Target:</b>
<b>MSA Type:</b>	
<ul style="list-style-type: none"> <li>• QLSP-POTS</li> </ul>	Diagnostic
<b>Zone Type:</b>	
•	
<b>Availability:</b>  Performance will be measured beginning in the first full month of QLSPP service (for the following month's reporting).	<b>Notes:</b>